Formerly Named
America's Second Harvest

AgencyExpress™ 3

User Guide

December 10, 2010

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AgencyExpress™ User Guide

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Welcome to AgencyExpress™ 3!

AgencyExpress™ is a powerful Web-based tool sponsored by Feeding America and Aidmatrix that will help you shop for and manage your CFBNJ orders and allocations online. You can use AgencyExpress™ to search for items, view item details, send orders to CFBNJ, review the status of your orders, as well as create and report on user surveys.

This handbook assumes the user is familiar with the use of an Internet browser, and has access to the Internet. Except in situations specific to the use of AgencyExpress™, instructions on using an Internet Browser or connecting to the Internet are beyond the scope of this user guide.

If you have questions regarding AgencyExpress™, please contact CFBNJ's Agency Relations Staff (908) 355-3663 X306

Thank you

CFBNJ

Browser Requirements

To use AgencyExpress™, you will need:

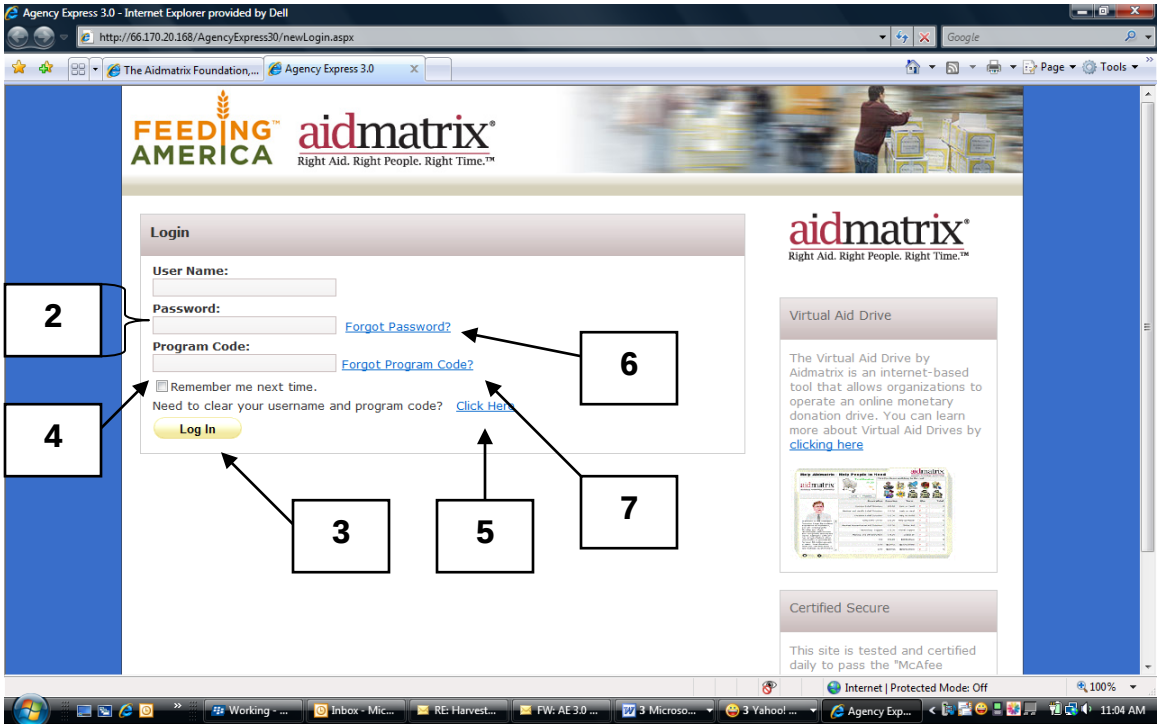
- Personal Computer
- Internet Access
- Web browser (Internet Explorer 6.0 or higher, and Firefox 2.x or higher)

Logon to AgencyExpress™

Once you have received your AgencyExpress™ User ID, Password, and Program, you can login to the website and shop online. Type the following web address into your Internet browser:

http://www.agencyexpress3.org/AgencyExpress30/NewLogin.aspx

This will bring you to the login screen for Agency Express 3


Agency Express 3.0 - Internet Explorer provided by Dell
FEEDING AMERICA
aidmatrix
Right Aid. Right People. Right Time.™
Login
User Name:
Password:
Forgot Password?
Program Code:
Forgot Program Code?
Remember me next time.
Need to clear your username and program code? Click Here
Log In
Virtual Aid Drive
The Virtual Aid Drive by Aidmatrix is an internet-based tool that allows organizations to operate an online monetary donation drive. You can learn more about Virtual Aid Drives by clicking here
Certified Secure
This site is tested and certified daily to pass the "McAfee
2
4
6
3
5
7

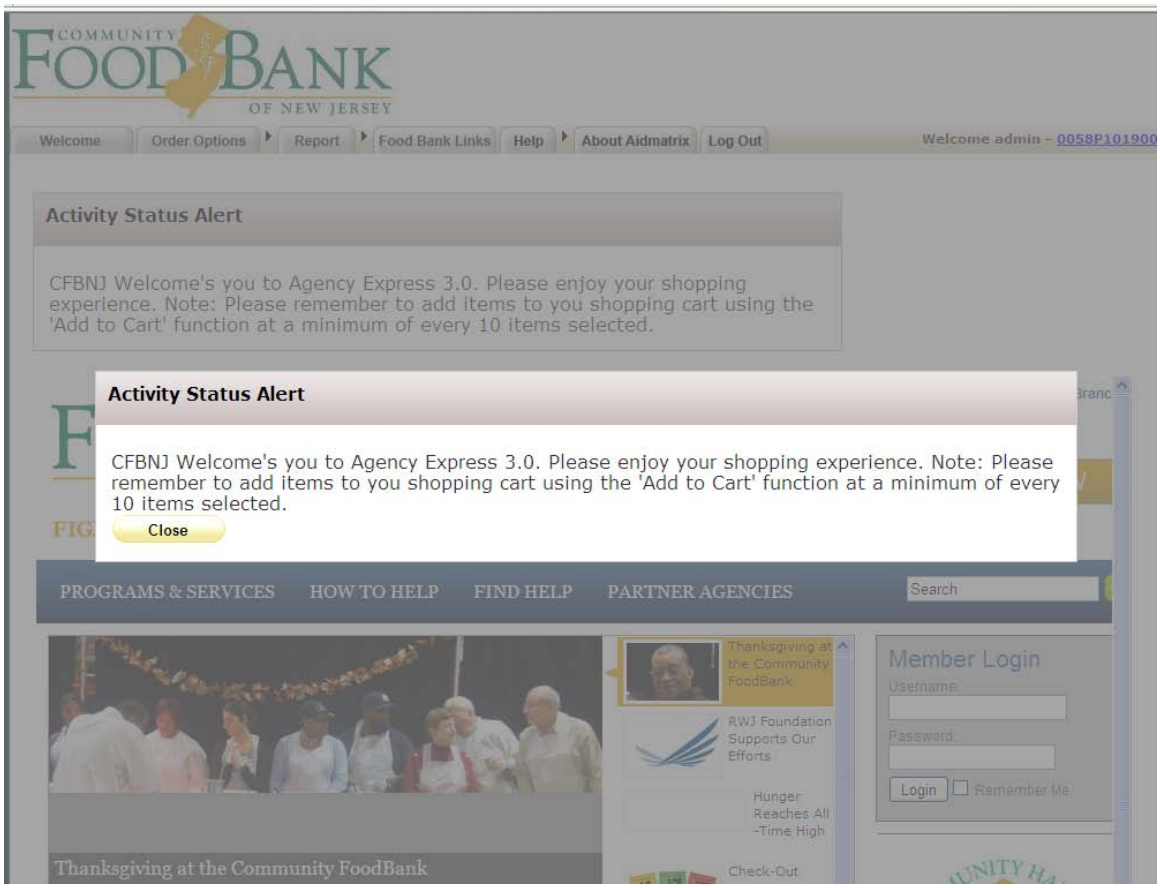
1 Enter your **User ID**, **Password**, and **Program**. Your Password is case sensitive **(2)**.

2. Click on **Login (3)**. (Note: The first time you use the AgencyExpress™ system, you will be prompted to change your password. Please see the Change Password topic for more details.)

3. By clicking on the check box, next to **Remember me next time (4),** you will not need to enter your User Name and Program Code each time you login. Your computer will remember these two fields, and fill them in for you next time you use the system.

You will still need to enter your password. Please do not use this feature on public computers (i.e. library, friend's house, etc.).

4. If you want to clear the Remember me next time **(5)**, click on the "need to clear your username and program code? **Click here**"
5. If you have forgotten your password, click on **Forgot your password (6)?** (Skip to **Forgot your password**)
6. If you have forgotten your program code, click on **Forgot your program code (7)?** (Skip to **Forgot your program code**)
7. A successful login will bring you to the welcome screen. In the example below – you will notice that we now have a Pop-Up for the Activity Status Alert – click the Close button to make the Pop-Up banner go away:


COMMUNITY FOOD BANK OF NEW JERSEY
Welcome
Order Options
Report
Food Bank Links
Help
About Aidmatrix
Log Out
Welcome admin - 0058P101900
Activity Status Alert
CFBNJ Welcome's you to Agency Express 3.0. Please enjoy your shopping experience. Note: Please remember to add items to you shopping cart using the 'Add to Cart' function at a minimum of every 10 items selected.
Activity Status Alert
CFBNJ Welcome's you to Agency Express 3.0. Please enjoy your shopping experience. Note: Please remember to add items to you shopping cart using the 'Add to Cart' function at a minimum of every 10 items selected.
Close
PROGRAMS & SERVICES
HOW TO HELP
FIND HELP
PARTNER AGENCIES
Search
Thanksgiving at the Community FoodBank
RWJ Foundation Supports Our Efforts
Hunger Reaches All -Time High
Check-Out
Member Login
Username
Password
Login
Remember Me

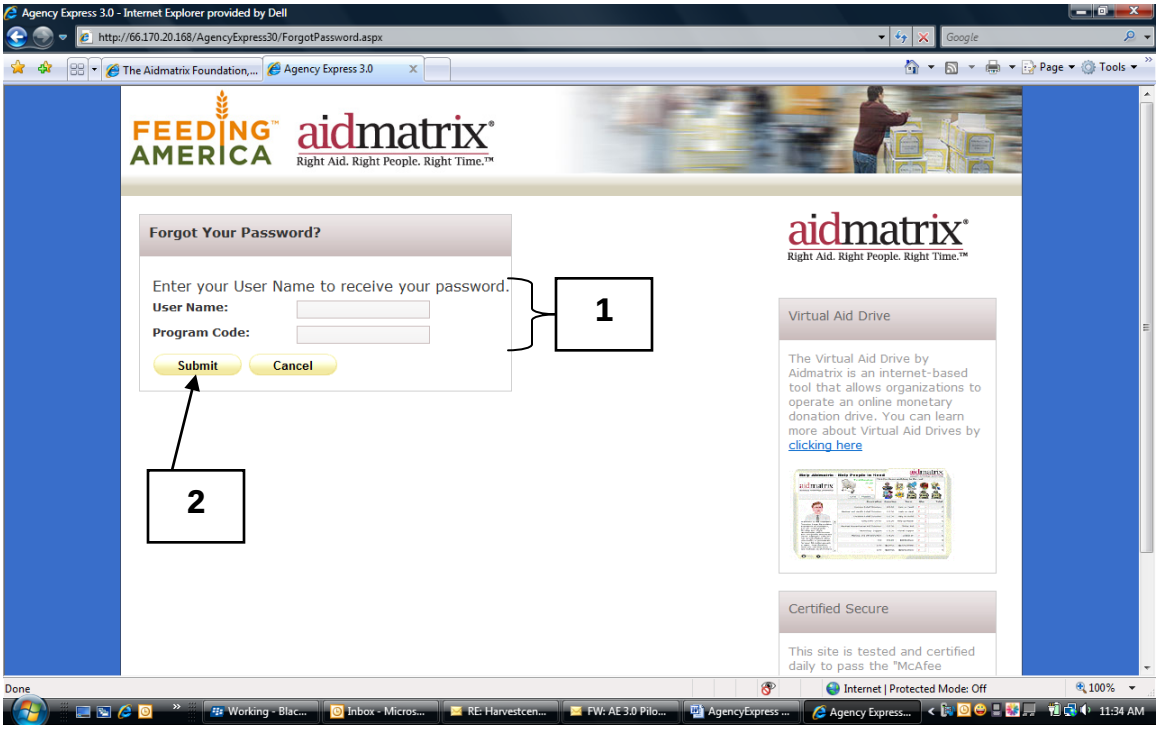
8. You are now at the Welcome Screen:

Forgot Your Password

After you have clicked on **Forgot your password?** A new message box will appear on your screen.

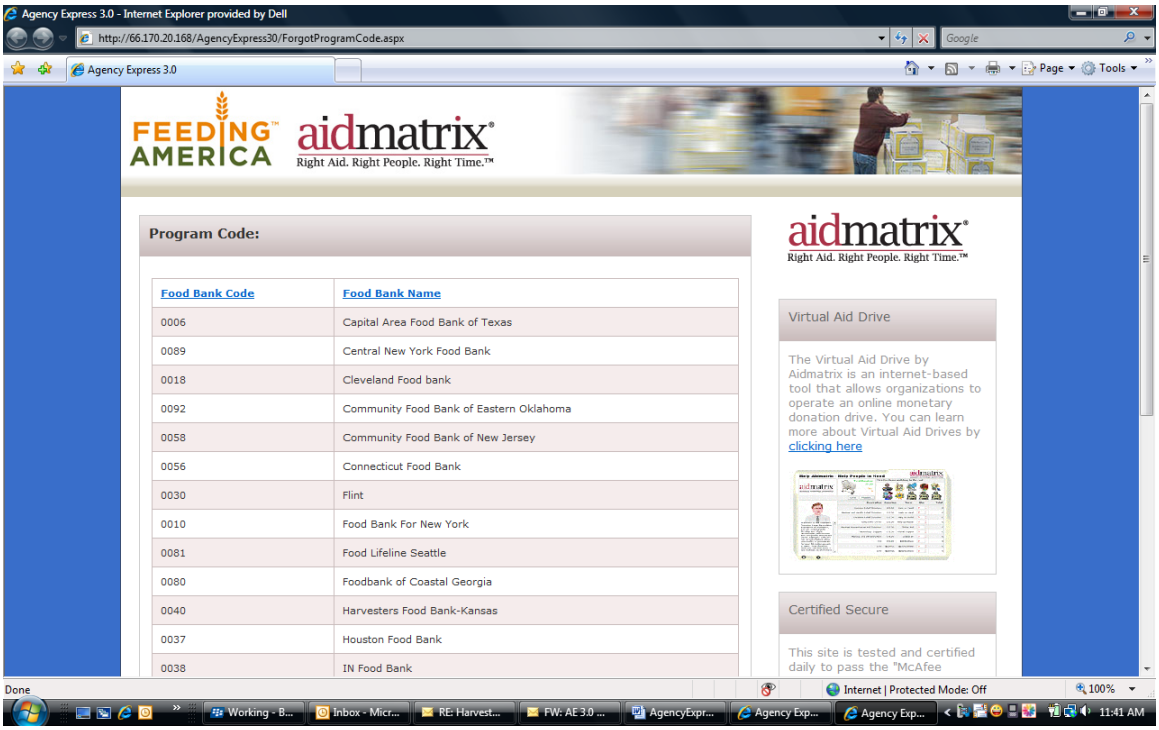
1. You will need to enter your **User Name** and **Program Code** to retrieve your password.
2. Click on **Submit**.

An email will be sent to the email address on record at your Food Bank. This email will contain a reminder of your password. Use the password from the email to login using steps 1-3.


Agency Express 3.0 - Internet Explorer provided by Dell
http://66.170.20.168/AgencyExpress30/ForgotPassword.aspx
The Aidmatrix Foundation,...
Agency Express 3.0
FEEDING AMERICA
aidmatrix
Right Aid. Right People. Right Time.™
Forgot Your Password?
Enter your User Name to receive your password.
User Name:
Program Code:
Submit
Cancel
1
2
aidmatrix
Right Aid. Right People. Right Time.™
Virtual Aid Drive
The Virtual Aid Drive by Aidmatrix is an internet-based tool that allows organizations to operate an online monetary donation drive. You can learn more about Virtual Aid Drives by clicking here
Certified Secure
This site is tested and certified daily to pass the "McAfee
Done
Internet | Protected Mode: Off
100%
11:34 AM

Forgot Your Program Code

After you have clicked on **Forgot your program code**, a new screen will appear. This will list all the available program codes for you to choose from.


Agency Express 3.0 - Internet Explorer provided by Dell
http://66.170.20.168/AgencyExpress30/ForgotProgramCode.aspx
Agency Express 3.0
FEEDING AMERICA
aidmatrix
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Program Code:
Food Bank Code
Food Bank Name
0006 Capital Area Food Bank of Texas
0089 Central New York Food Bank
0018 Cleveland Food bank
0092 Community Food Bank of Eastern Oklahoma
0058 Community Food Bank of New Jersey
0056 Connecticut Food Bank
0030 Flint
0010 Food Bank For New York
0081 Food Lifeline Seattle
0080 Foodbank of Coastal Georgia
0040 Harvesters Food Bank-Kansas
0037 Houston Food Bank
0038 IN Food Bank
aidmatrix
Right Aid. Right People. Right Time.™
Virtual Aid Drive
The Virtual Aid Drive by Aidmatrix is an internet-based tool that allows organizations to operate an online monetary donation drive. You can learn more about Virtual Aid Drives by clicking here
Certified Secure
This site is tested and certified daily to pass the "McAfee
Done
Internet | Protected Mode: Off
100%
11:41 AM

AgencyExpress™ Welcome Screen

The AgencyExpress™ Welcome Screen is displayed each time you login. The contents of this screen will vary.

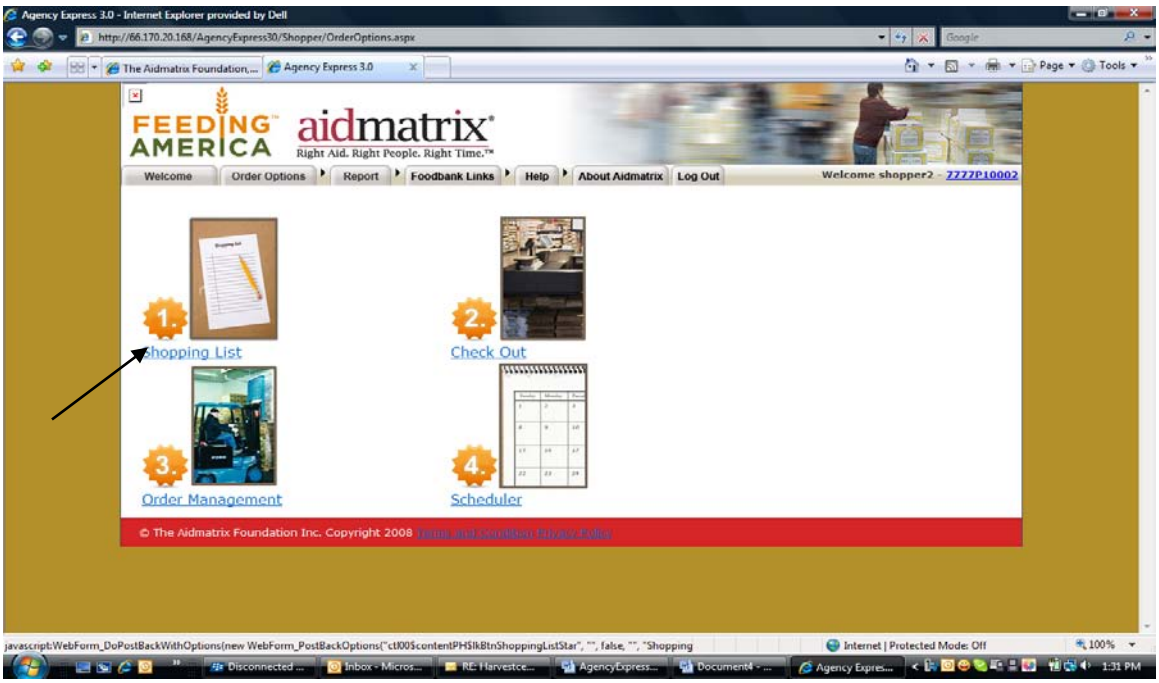
1. Welcome - To return to this Welcome screen at anytime, Click on **Welcome.**
2. Order Options – This section will contain links to “Shopping List, Check Out, Order Management, and optionally Scheduling”.
3. Reports – This section will contain links to your Statements and Survey Responses (Survey Management).
4. Foodbank links – This section will contain links that were set up by CFBNJ. These could be FAQ’s, documentation, surveys, and links to other applications that the food bank would want the agency to have access to. This information is controlled by the Administrator at the CFBNJ.
5. Help – This section contains the “Change Password and Report a Problem”.
6. About Aidmatrix – Link to Aidmatrix.org website
7. Logout – Logs the user off the system.
8. Display of the user information of the person who has logged in.
9. Content Area – Custom content can be displayed in this area. The content is determined by the CFBNJ Administrator.

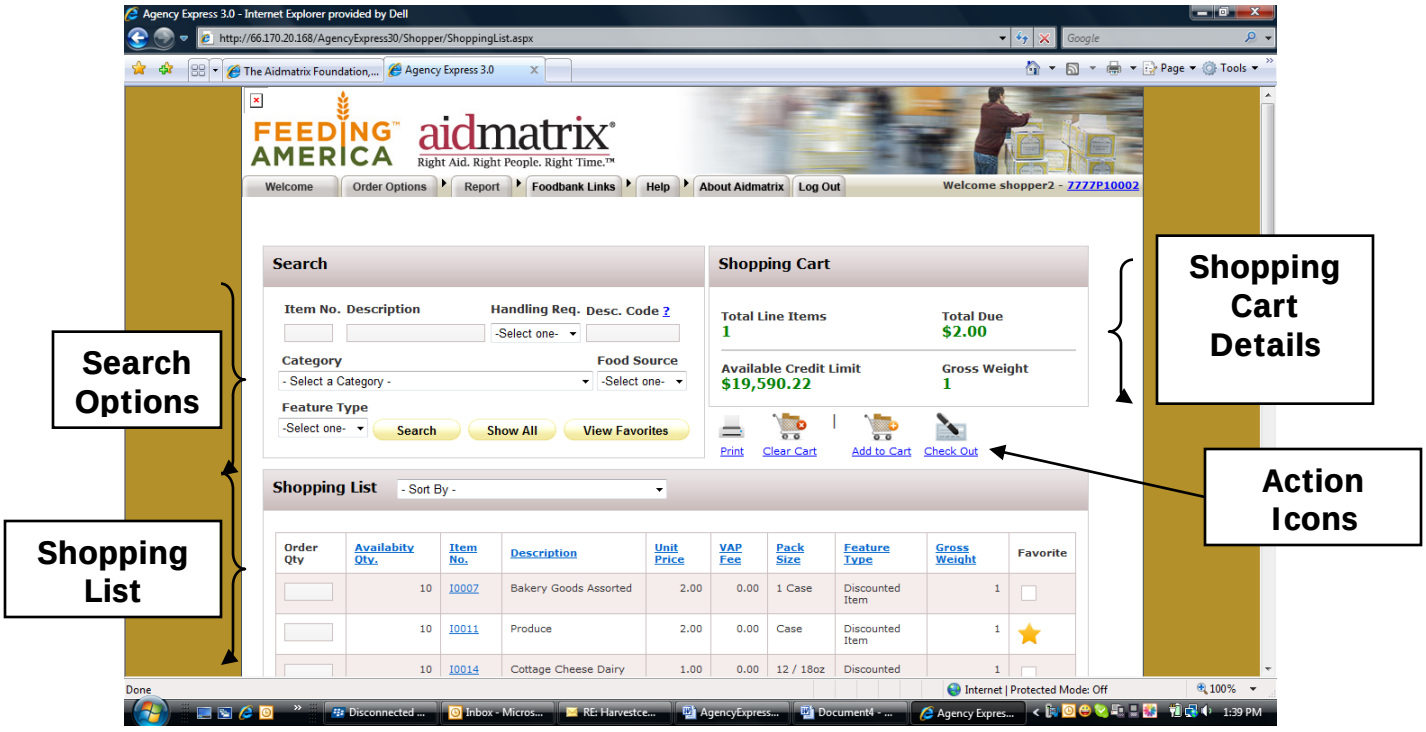
Shopping

The user can access the shopping pages by selecting the “Shopping List” from the Order Options tab.

Agency Express 3.0 - Internet Explorer provided by Dell
http://66.170.20.168/AgencyExpress30/Welcome.aspx
FEEDING AMERICA
aidmatrix
Right Aid. Right People. Right Time.™
Welcome
Order Options
Report
Foodbank Links
Help
About Aidmatrix
Log Out
Welcome Shopper2 - 7777P10002
Shopping List
Check Out
Order Management
Scheduler
help now
HARVESTERS
COMMUNITY FOOD NETWORK
WHO WE ARE
GIVE MONEY
GIVE TIME
GIVE FOOD
GET INFORMED
GET HELP
EVENT CALENDAR
HUNGER KNOWS NO BOUNDARIES
Tough choices. People at risk of hunger make them every day. Buy medicine or buy food? Buy food or pay for utilities or heat?
In a nation of great abundance, these are choices that no one should have to make. Fortunately, people in Greater Kansas City have somewhere to turn when they need help.
WHAT'S HAPPENING AT HARVESTERS
BackSnack
Help Hungry Kids
More than 101,000 kids in Greater Kansas City rely on free and reduced-price school meals during the week, but go hungry on the weekend. Help them by supporting Harvesters' innovative BackSnack program.
http://66.170.20.168/AgencyExpress30/Shopper/ShoppingList.aspx
Internet | Protected Mode: Off
100%
1:27 PM

Or by selecting the “Shopping List” from the “Order Options Page”.





Search Options

When the Shopping List is first displayed it will display all the products that are available for the shopper. The shopper can limit the items displayed by filling out one of the below listed text boxes and selecting the **Search** button:

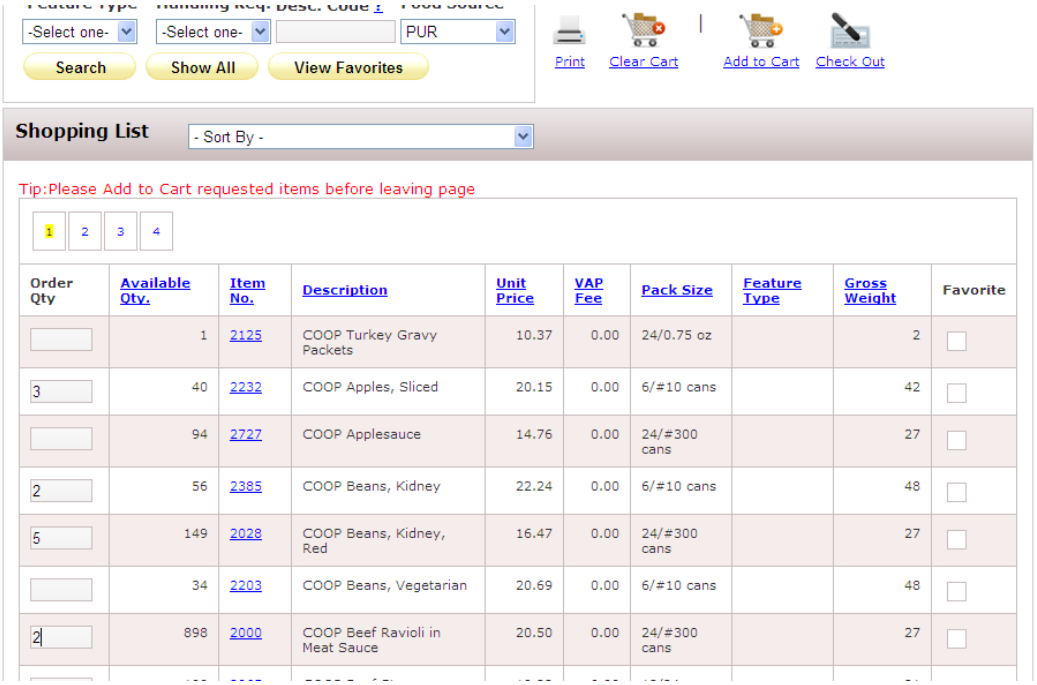
- Item No.
- Description
- Handling Req.
- Desc. Code
- Category
- Food Source
- Feature Type

The shopper can also select the **Favorites** button to see only the items that the shopper has selected as a favorite. The favorite items are indicated by a STAR (☆) in the Favorite column. Stars are added by clicking on the box for the item in the Favorites column.

The **Show All** button will display all items available.

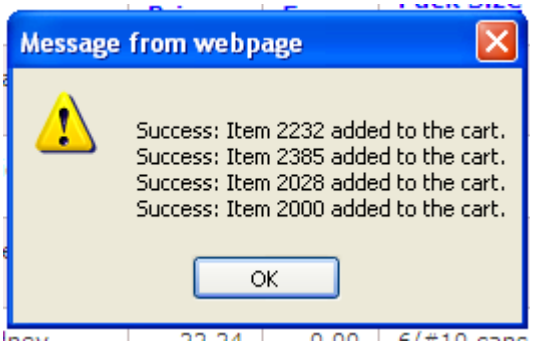
Adding Items to Your Shopping Cart

1. Select an item you wish to order using one of the Search Options above.
2. Enter the number of cases you want for one or more items.



Order Qty	Available Qty.	Item No.	Description	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
	1	2125	COOP Turkey Gravy Packets	10.37	0.00	24/0.75 oz		2	
3	40	2232	COOP Apples, Sliced	20.15	0.00	6/#10 cans		42	
	94	2727	COOP Applesauce	14.76	0.00	24/#300 cans		27	
2	56	2385	COOP Beans, Kidney	22.24	0.00	6/#10 cans		48	
5	149	2028	COOP Beans, Kidney, Red	16.47	0.00	24/#300 cans		27	
	34	2203	COOP Beans, Vegetarian	20.69	0.00	6/#10 cans		48	
2	898	2000	COOP Beef Ravioli in Meat Sauce	20.50	0.00	24/#300 cans		27	

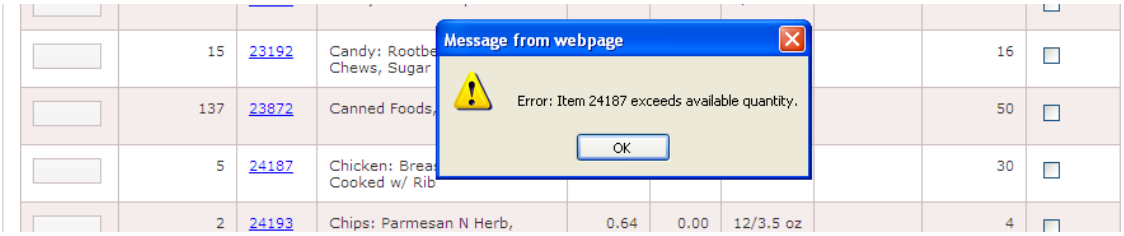
3. Click on 'Add to Cart'. If the quantities do not exceed 'Available Qty' limits you will get a message that the items you have selected have been successfully added to the cart.


Message from webpage
Success: Item 2232 added to the cart.
Success: Item 2385 added to the cart.
Success: Item 2028 added to the cart.
Success: Item 2000 added to the cart.
OK

4. If you attempt to order more than the 'Available Qty' for that item, such as 10 cases of item 24187 (Available Qty = 5),

	137	23872	Canned Foods, Assorted	8	0.00	50 lbs BULK		50	
10	5	24187	Chicken: Breast, Seasoned Cooked w/ Rib	4.80	0.00	Bulk		30	
	2	24193	Chips: Parmesan N Herb, Multi-Grain (U D)	0.64	0.00	12/3.5 oz		4	

you will receive an error message: 'Error: Item 24187 exceeds available quantity and the number of cases ordered will be removed from the 'Order Qty' box. Re-enter a new quantity that is within the 'Available Qty' limit.


Message from webpage
Error: Item 24187 exceeds available quantity.
OK
15 23192 Candy: Rootbe Chews, Sugar 16
137 23872 Canned Foods, 50
5 24187 Chicken: Brea Cooked w/ Rib 30
2 24193 Chips: Parmesan N Herb, 0.64 0.00 12/3.5 oz 4

5. You may enter multiple items from the order screen before clicking on update cart, however, you should update the cart at least every 10 items. Also, you must 'Update Cart' before moving from one screen to another.

Shopping List
- Sort By -
Tip:Please Add to Cart requested items before leaving page
1 2 3 4 5 6 7 8 9 10 ... >>
Order Qty
Available Qty.
Item No.
Description
Unit Price
VAP Fee
Pack Size
Feature Type
Gros Weig
3 23672 Baby Food: Spaghetti w/ Meat Sauce 0.96 0.00 12/6 oz

Shopping Cart Details

The shopping Cart Details section will display the following information:

- Total Line Items – The total number of unique item numbers that have been ordered
- Total due – The total estimated monies due for this order. This value will increase or decrease as items are added to the open shopping cart.
- Available Credit Limit – This is an optional item that will show the agency's current remaining credit limit. This value will increase or decrease as items are added to the open shopping cart.
- Gross Weight – The current total weight of the items on the order.

Action Icons

The action icons will be used for the following actions:

- Print – Will print the currently displayed list of items.
- Clear Cart – Will clear any items that have been added to a cart.
- Add to Cart – Will add any selected items from the items list to the current shopping cart.
- Check Out – Will send the shopper to the Check Out Screen.

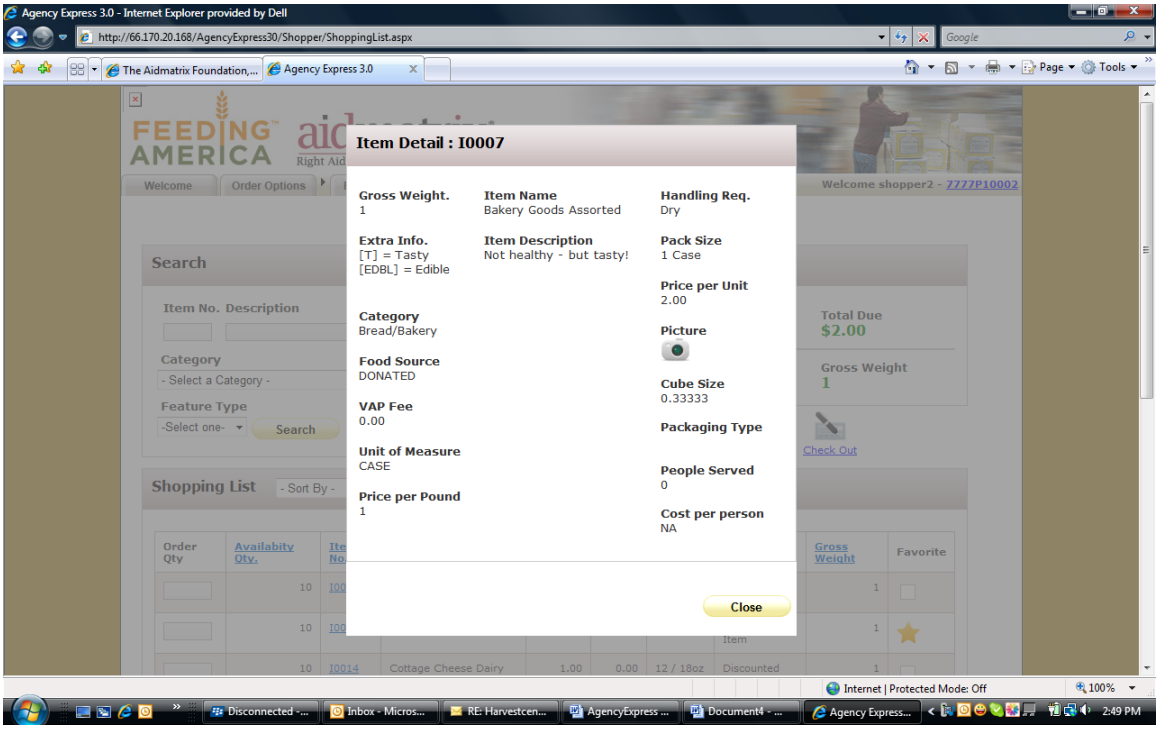
Shopping List

This section displays the items that have been searched for. These items can be sorted by clicking on the column headers or by selecting an item's value from the drop down list in the text box. **Note:** only warehouse (DON) and purchased (PUR) items will be displayed.

On each line the user will see an Order Quantity, Available Quantity, Item No, Description, Unit Price, VAP Fee, Pack Size, Feature Type, and Gross Weight.

1. **Order Quantity** – Where the shopper puts the quantity desired of the line item.
2. **Available Quantity**: You will not be able to order more than the available quantity for each item.
3. **Item No**: This code is specific to each item.
4. **Description** – The description of the line item.
5. **Unit Price -** This is the cost of one unit of the item in U.S. dollars
6. **VAP Fee –** Value added processing fee.
7. **Pack Size -** The size of the individual items.
8. **Feature Type –** If this line item is a featured item or a special item.
9. **Gross Weight (in lbs)** - The weight of one unit of the item

If the shopper wants more detailed information of the item, then the shopper will need to click on the **"Item No"** and it will display a detail information box for that item.



The detail view has all the previous information plus the following:

1. Handling Req. – What type of handling is required for this item.
2. Extra Info – This info is set up by the food bank to help describe the item (not currently available).
3. Price per Unit – The cost of each unit of this pack.
4. Category – The category of this item.
5. Picture – If you click on this icon and a picture of this item has been uploaded by the food bank then the picture will be displayed (not currently available).
6. Food Source – Special information to display where this item came from.
7. Cube Size – A measurement to allow for how much space is required for this item (not currently available).
8. Packaging Type – How this item is packaged.
9. People served – Optional information on how many people this item will serve (not currently available).
10. Price per Pound – A calculated value to determine how much per pound this item cost (not currently available).
11. Cost per person – A calculated vale to determine how much per person this item cost (not currently available).

Allocated Items/Orders

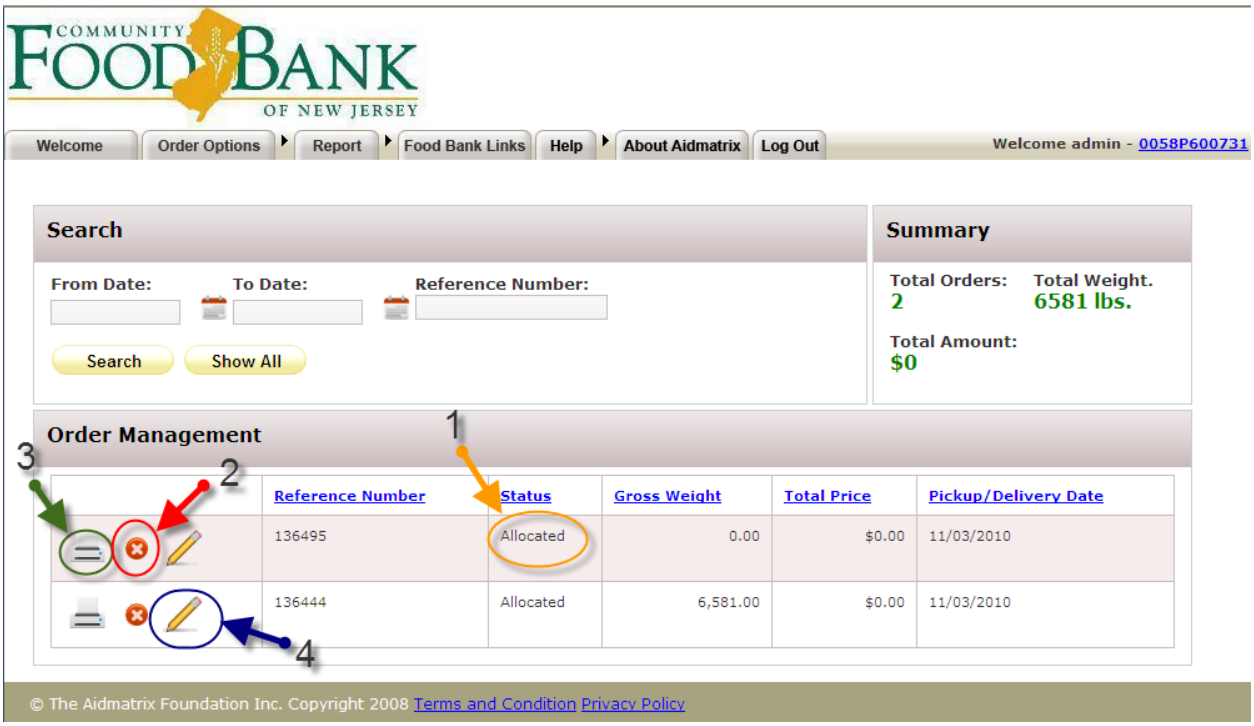
At the beginning of each month qualifying agencies using Agency Express will receive their allocations for SFPP and/or USDA via the web. The following instructions are designed to assist you in processing your allocated orders.

1. Qualifying agencies will receive a separate allocation order for each qualifying program, such as, SFPP-pantry, SFPP-soup kitchen, USDA-pantry and USDA-soup kitchen. An email will be sent to you each month notifying you that the allocations have been sent.

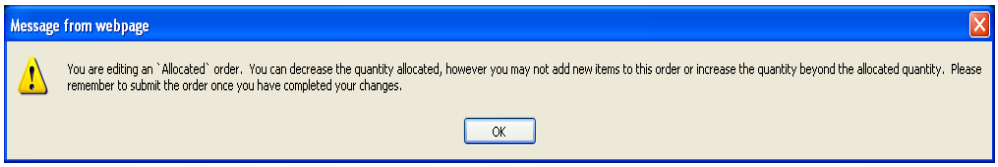
   Note: Allocated items (SFPP & USDA) are no longer shown on the shopping list.

2. Allocated orders can be accessed from the Order Options tab under 'Order Management' and will be listed as **'Allocated'** in the Status column **(1)**.

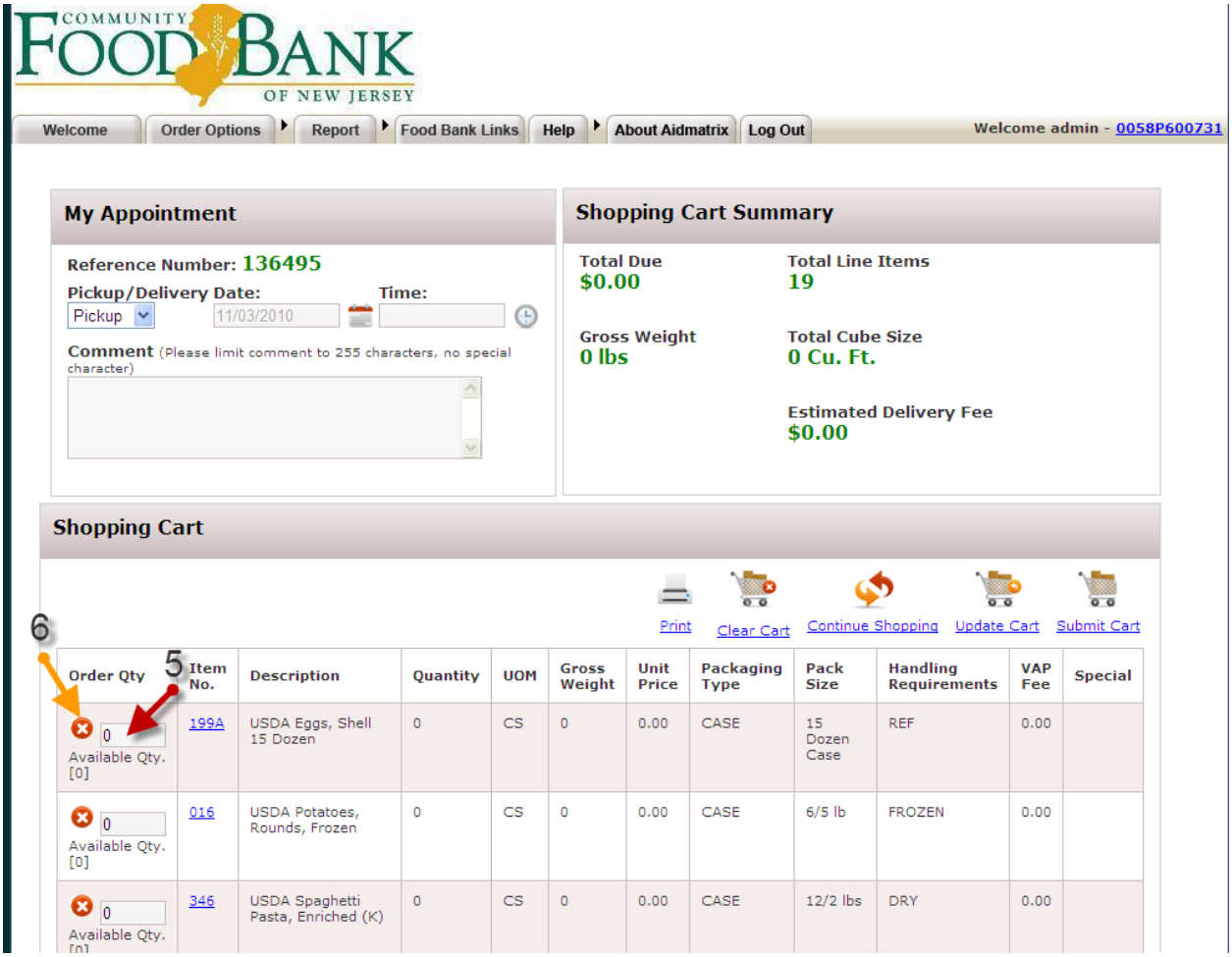
Note: Do <u>not</u> click on the red 'X' (2) as this will delete the allocated order! Deleting the order may result in the agency not receiving its allocation for the month.



3. Open the order from ‘Order Management’:
    a. Click on the ‘printer icon’ in the first column on the left to view the allocation **(3)**.Review the order and decide if you are going to accept all or only a portion of the allocation (you may not increase the allocation).
    b. If you decide to take less, you may adjust your quantities by clicking on the ‘pencil’ icon **(4)**. When you do, you will receive the following message. Click ‘Yes’ to proceed.


Message from webpage
You are editing an `Allocated` order. You can decrease the quantity allocated, however you may not add new items to this order or increase the quantity beyond the allocated quantity. Please remember to submit the order once you have completed your changes.
OK

    c. Adjust quantities for any items by inserting the number of cases you want in the ‘Order Qty’ box for the item **(5)**. If you do not want the item at all click on the red ‘X’ for that item **(6)**. This will delete only that item from the order.



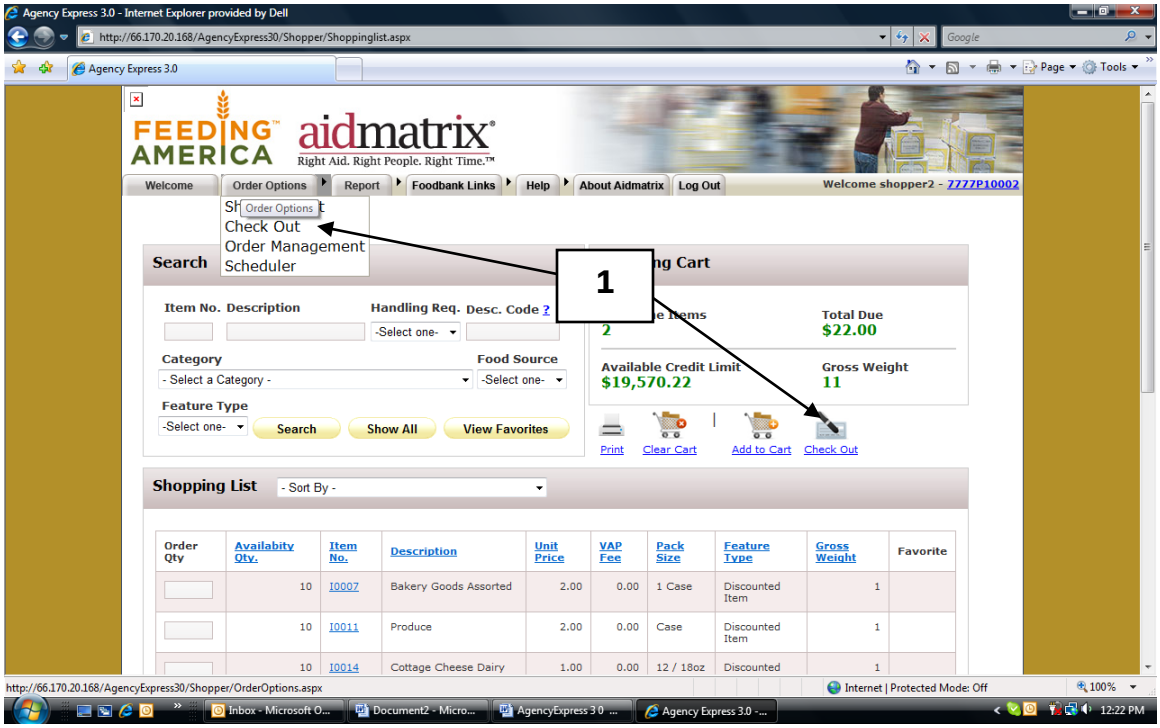
d. Once you have completed your adjustments, click 'Update Cart' to save your changes.
e. Select an appointment date and time.
f. Click 'Submit Cart' to send your order to CFBNJ for processing.

4. **Note:** As many agencies pick up all of their orders (DON, PUR, SFPP & USDA) on the same day, you will need create the same appointment day and time for each of the orders. It is suggested that agencies select appointment dates and times for the orders at one time to help insure they get the desired appointment.

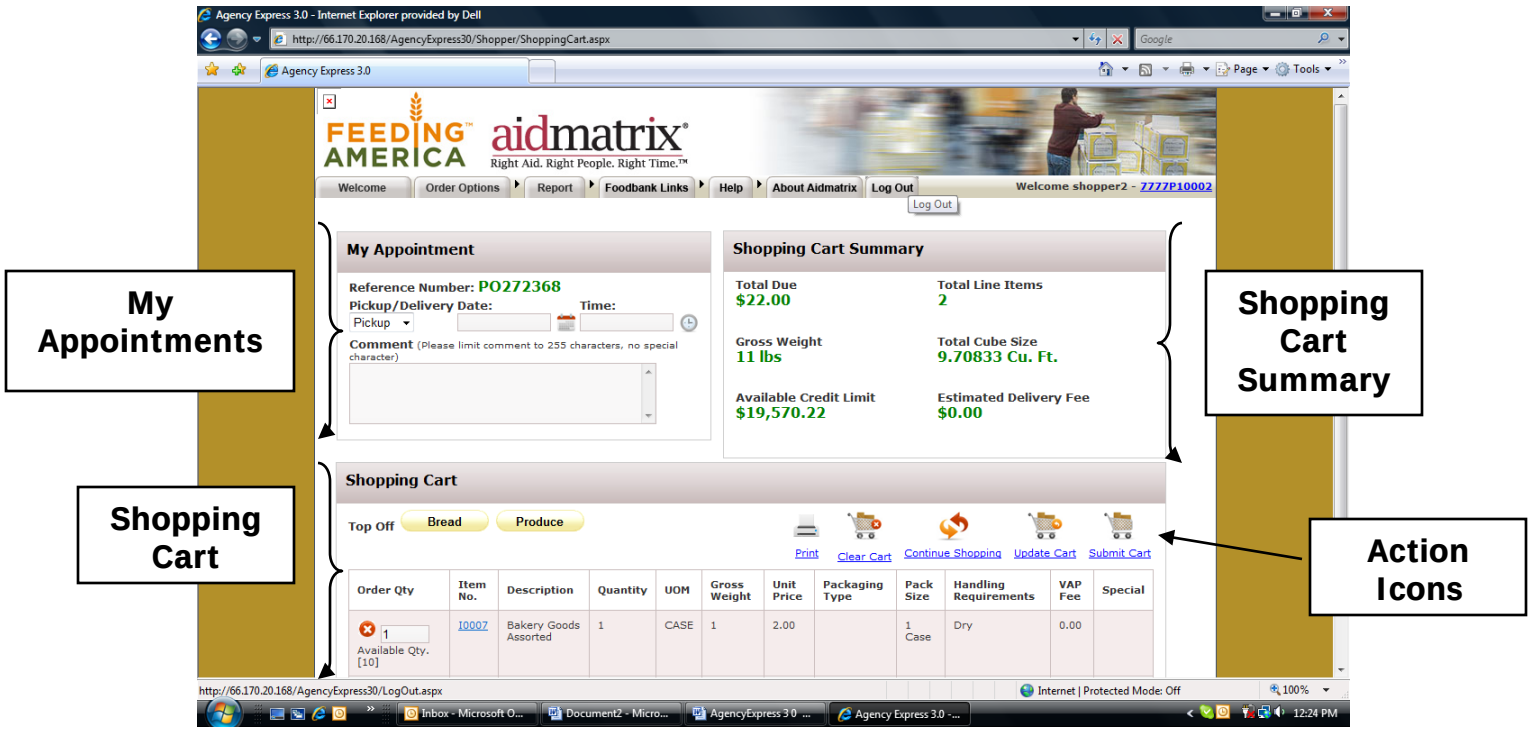
Submit Orders from Your Shopping Cart

The shopping cart screen stores all of the items that you selected from the shopping list. This is the last screen to complete before submitting your order.

1. Click on **Check Out** from the shopping list or from the menu bar on the Order Options Tab.



There are four sections of the Shopping Cart: **My Appointments**, **Shopping Cart Summary, Action Icons** and the **Shopping Cart**.



My Appointments

Reference Number

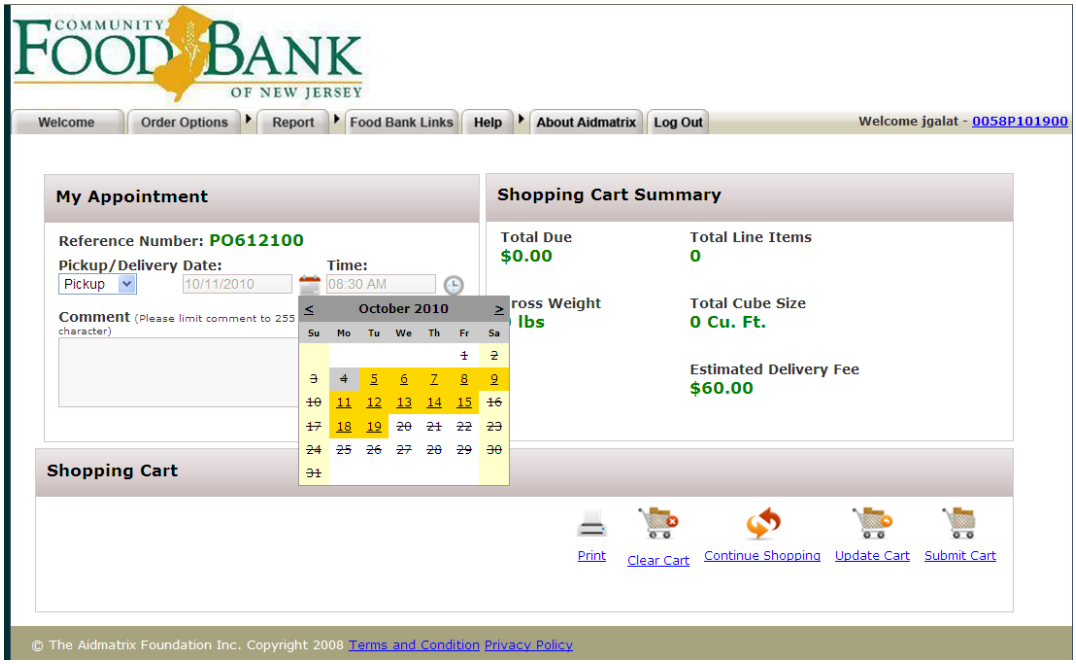
You will see a reference number at the top of the header. Use this number to identify your order later on.

Pickup/Delivery

The Pickup/Delivery list box is used to select what type of order this is:

- A pickup will be picked up from the Food bank by the agency.
- Delivery will be delivered to the Agency by the food Bank.

Click on the **Calendar Icon** to select a new date. A Calendar will appear where you can click on a **Date** to set the date. This will be a date that the shopper has previously reserved or a date that is available. Dates that are available for pickup will be yellow. Dates that are not available for pickup are grey with a line through them.



Click on the **Clock Icon** to select a time for the pickup or delivery. This will be a time that the shopper has previously reserved (delivery) or a time that is available for that day. Pickups may be scheduled between 8:00 AM and 2:30 PM. For deliveries select 8:00 AM only. CFBNJ will deliver your order between 8:00 AM and 12:00 PM unless special arrangements are made with CFBNJ.

Note: As many agencies pick up all of their orders (DON, PUR, SFPP & USDA) on the same day, you will need create the same appointment day and time for each of the orders. It is suggested that agencies select appointment dates and times for the orders at one time to help insure they get the desired appointment.

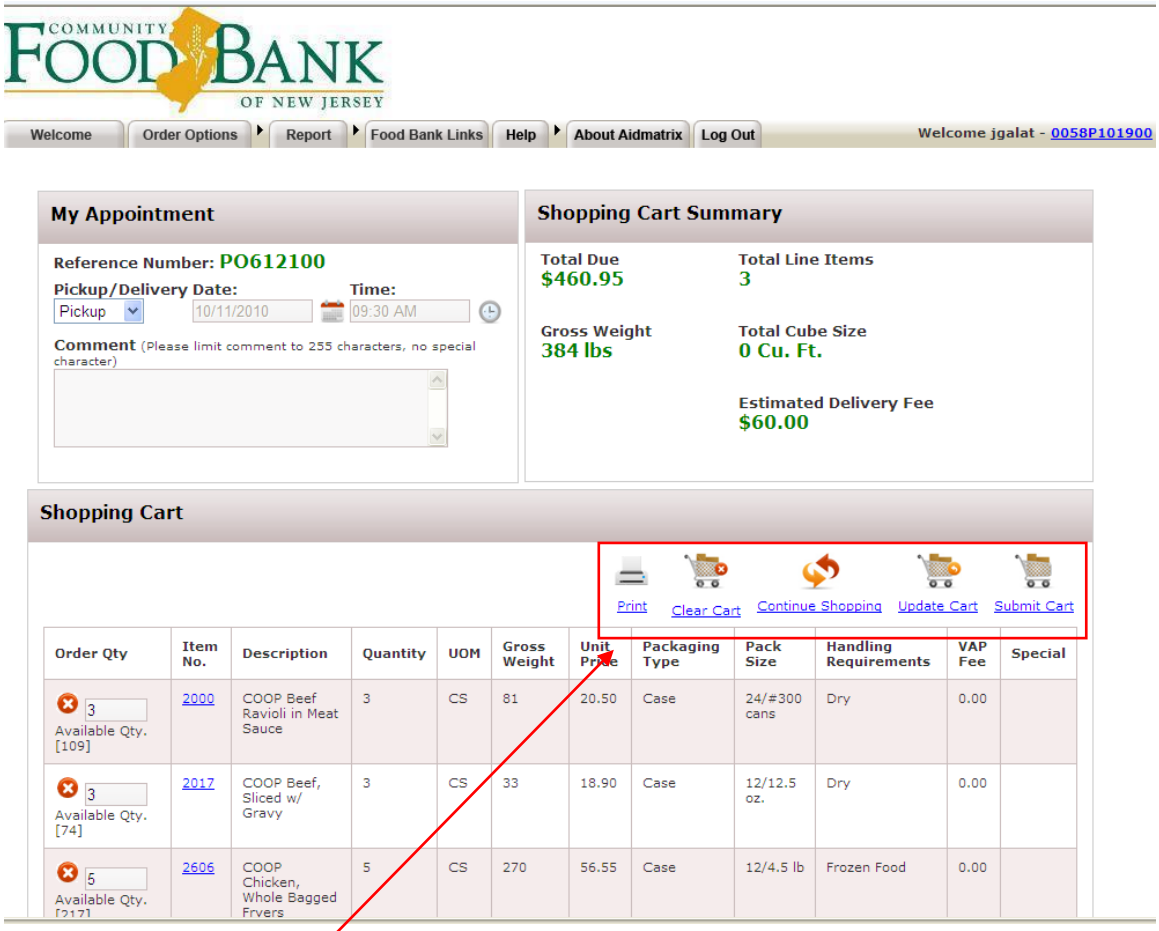
Comments

This text box is used to record any comments for this order.

Shopping Cart Summary

The Shopping Cart Summary section will display the following information:

- Total due – The total estimated monies due for this order. This value will increase or decrease as items are added to the open shopping cart.
- Total Line Items – The total number of unique item numbers that have been ordered
- Gross Weight – The current total weight of the items on the order.
- Total Cube Size – The total area needed for this order in cu.ft. (not currently available).
- Available Credit Limit – This is an optional item that will show the agency's current remaining credit limit. This value will increase or decrease as items are added to the open shopping cart (not currently available).
- Estimated Delivery Fee - This is an optional item that will show the order's estimated delivery fee. This value may increase or decrease as items are added to the open shopping cart.



Action Icons

The action icons will be used for the following actions:

- Print – Will print the currently displayed list of items.
- Clear Cart – Will clear any items that have been added to a cart.
- Continue Shopping – Will return the shopper to the Shopping List page.
- Update Cart – Will update any selected items from the items list to the current shopping cart.
- Submit Cart – Will submit this order to CFBNJ.

Shopping List

This section displays the items that have been added to the shopping cart

There can be up to three Top Off buttons that will alert the Food Bank to "Top Off" this order with extra products that the food bank makes available to the agencies (not currently available).

On each line the user will see the following information:

1. **Order Qty** – The initial value will be quantity that was ordered. If this quantity needs to change then the shopper would update the quantity text box and then click on the Update Cart action icon. ***The X icon will delete this line item, and the value in ( ) under available quantity is the max quantity available to the agency.***
2. **Item No**: This code is specific to each item. If this code is clicked on then the complete details of the item will be displayed.
3. **Description** – The description of the line item.
4. **Quantity** – The quantity of the item that has been ordered.
5. **UOM** – Unit of measure.
6. **Gross Weight (in lbs)** - The weight of one unit (e.g. case) of the item
7. **Unit Price -** This is the cost of one unit (e.g. case) of the item in U.S. dollars
8. **Packaging Type -** The type of packaging that the item has.
9. **Pack size –** the size of the packaging.
10. **Handling Requirements –** what type of handling this item needs (e.g. refrigerated, frozen, etc).
11. **VAP Fee –** Value added processing fee if applicable.
12. **Special –** If this line item is a featured item or a special item.

Orders are Tentative

Please keep in mind that your order is tentative until acknowledged by CFBNJ's Agency Relations Department. Agency Relations may have to change quantities or reject orders if not properly submitted.

Review the Status of Your Orders

You can review the status of your order once it has been submitted to CFBNJ.

1. Click **Order Management** from the tab on the top of your screen.

Agency Express 3.0 - Internet Explorer provided by Dell
http://66.170.20.168/AgencyExpress30/Welcome.aspx
Agency Express 3.0
FEEDING AMERICA
aidmatrix
Right Aid. Right People. Right Time.™
Welcome
Order Options
Report
Foodbank Links
Help
About Aidmatrix
Log Out
Welcome shopper2 - 7777P10002
Shopping List
Check Out
Order Management
Scheduler
1
help now
HARVESTERS
COMMUNITY FOOD NETWORK
WHO WE ARE
GIVE MONEY
GIVE TIME
GIVE FOOD
GET INFORMED
GET HELP
EVENT CALENDAR
HUNGER KNOWS NO BOUNDARIES
Tough choices. People at risk of hunger make them every day. Buy medicine or buy food? Buy food or pay for utilities or heat?
In a nation of great abundance, these are choices that no one should have to make. Fortunately, people in Greater Kansas City have somewhere to turn when they need help.
WHAT'S HAPPENING AT HARVESTERS
BackSnack
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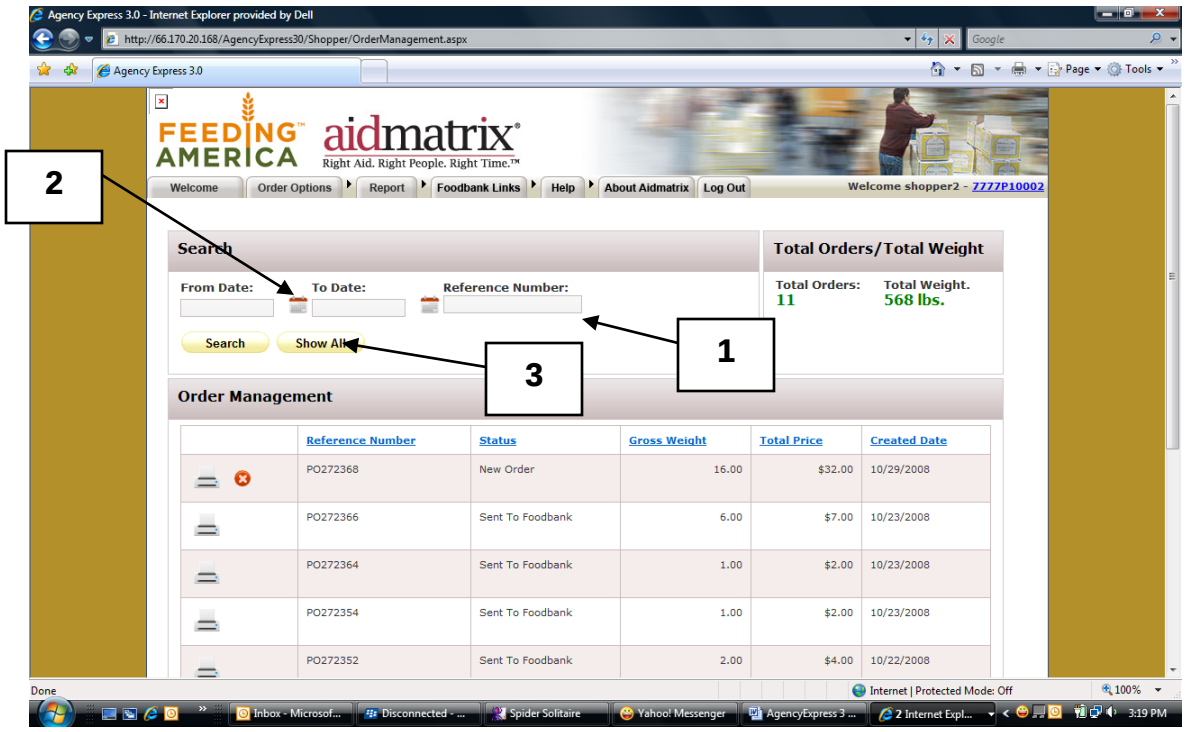
More than 101,000 kids in Greater Kansas City rely on free and reduced-price school meals during the week, but go hungry on the weekend. Help them by supporting Harvesters' innovative BackSnack program.
http://66.170.20.168/AgencyExpress30/Shopper/OrderManagement.aspx
Internet | Protected Mode: Off
100%
3:33 PM

All of your orders will be displayed, sorted by Order Date.



Viewing a Specific Order

The shopper can search for a specific order by:

1. Typing the Reference number in the Reference number text box and clicking the **Search** button.
2. Selecting a From Date and a To Date and then clicking on the **Search** button.
3. Selecting the Show All will display all orders.

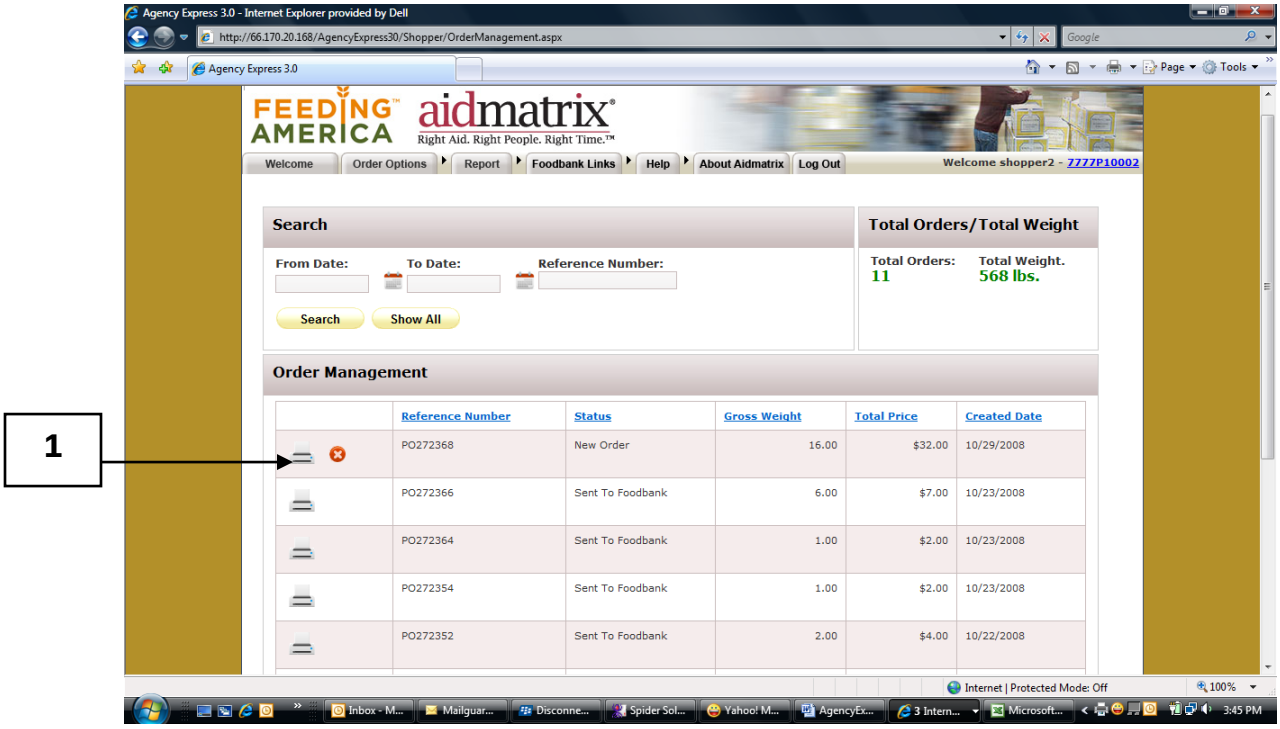
Under the **Status** column your Order Number will fall under one of the following statuses.

- **Non-Web Order** – This Order has been entered by Agency Relations. This type of order is typically from a fax or telephone order.
- **New Order** – Your Order has been recently submitted and not yet sent to Agency Relations.
- **Sent to Food Bank** – Your Order has been sent to Agency Relations and is awaiting their approval and release.
- **Allocated** – This is an allocated order from Agency Relations (USDA or SFPP).

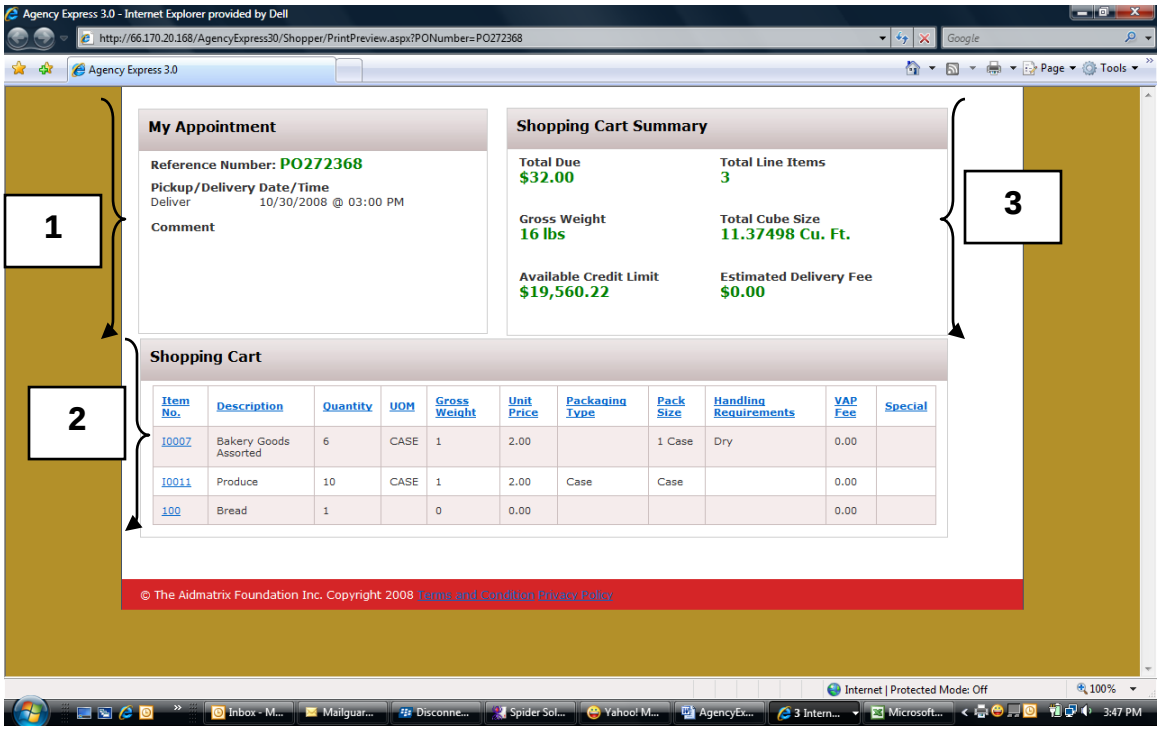
- **Canceled** – This order was canceled by the Agency.
- **Released** – This order is being fulfilled by CFBNJ and cannot be changed. You will receive an email notifying you that your Order has been processed.
- **Acknowledged** – Agency Relations has approved your Order and made any necessary changes to it.
- **Invoiced** – Your Order has been picked up by your agency and has been billed.
- **Rejected** – Your Order was rejected by Agency Relations. None of the items will be available.

View Order Details

1. Click on a **Printer Icon** to see a copy of the order details.



Order Details



The Order Detail screen will show the following:

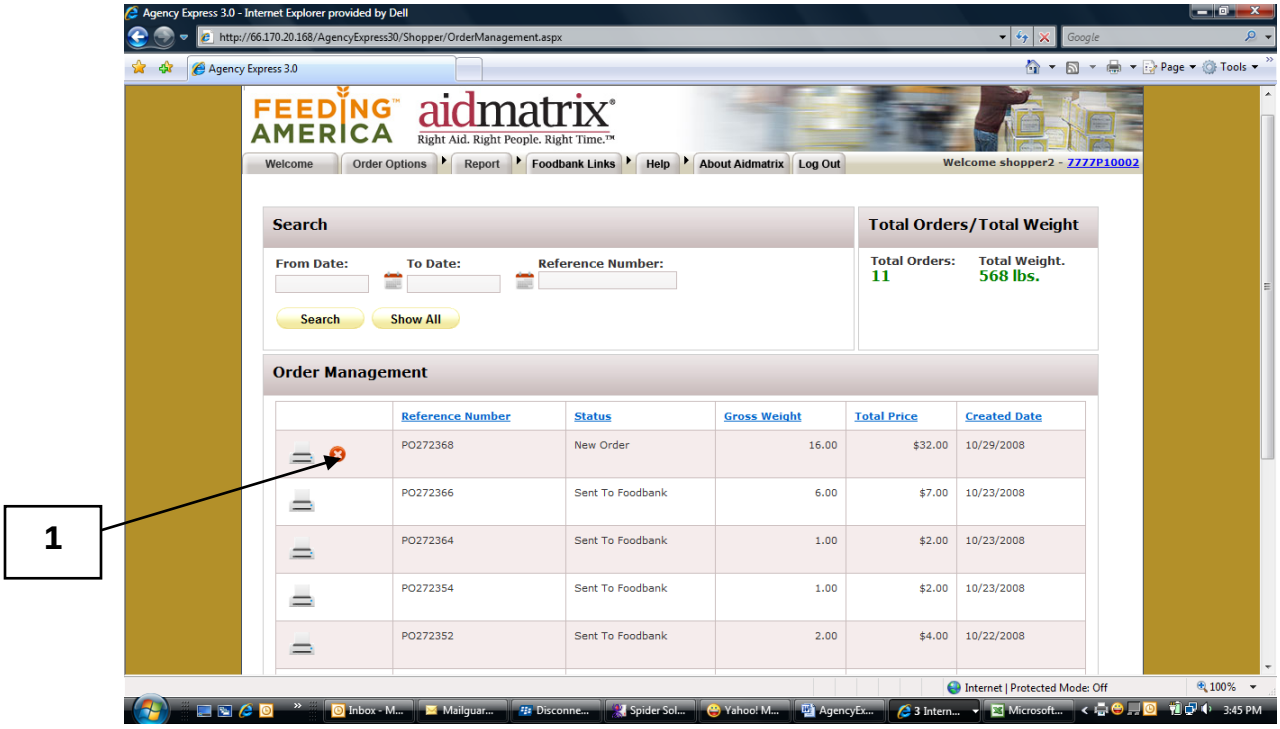
1. **Appointment Details** – All the information for the Appointment for this order to be delivered or picked up, as well as any comments on this order.

2. **Shopping Cart Summary** – All the information about cost of this order as well as Gross Weight, Total Number of Items and Total due.

3. **Shopping Cart** – Has all the line details for this order.

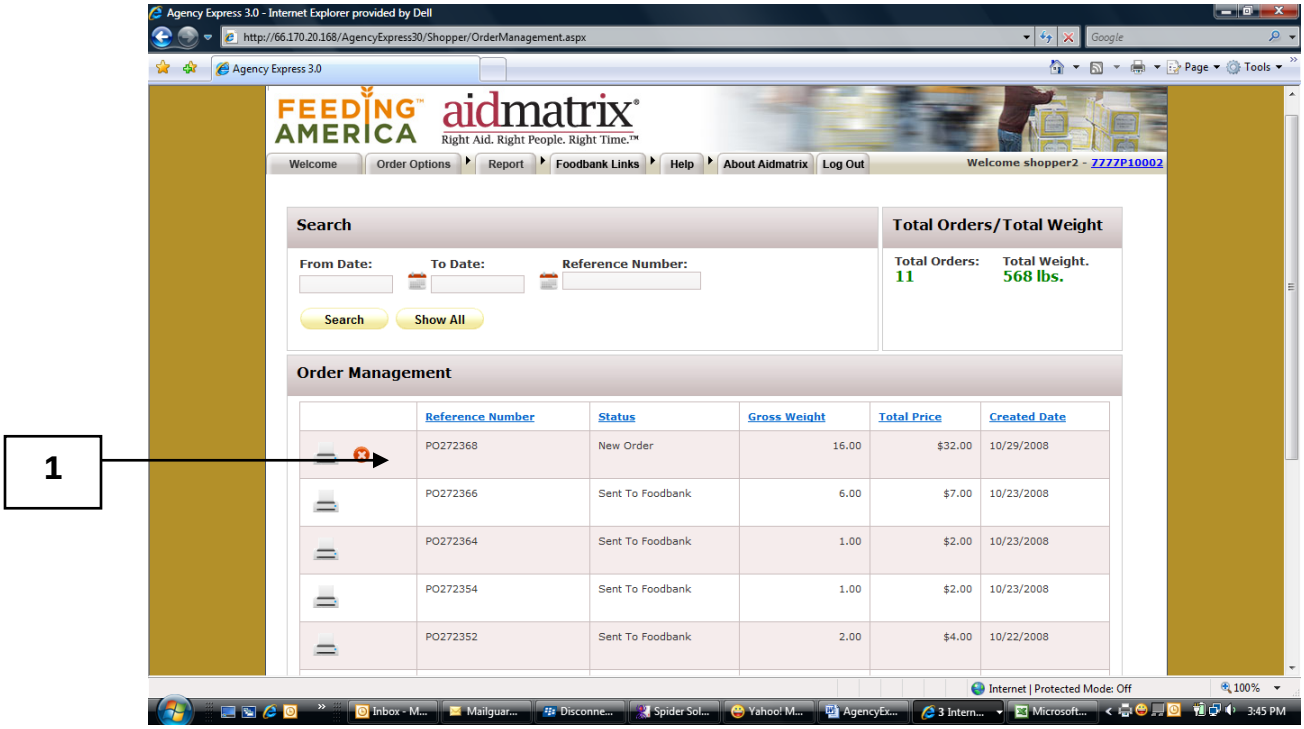
Deleting an Order

1. To delete an order the shopper will click on the **X** Icon.



Editing an Order

1. To edit an order the shopper will click on the pencil Icon.

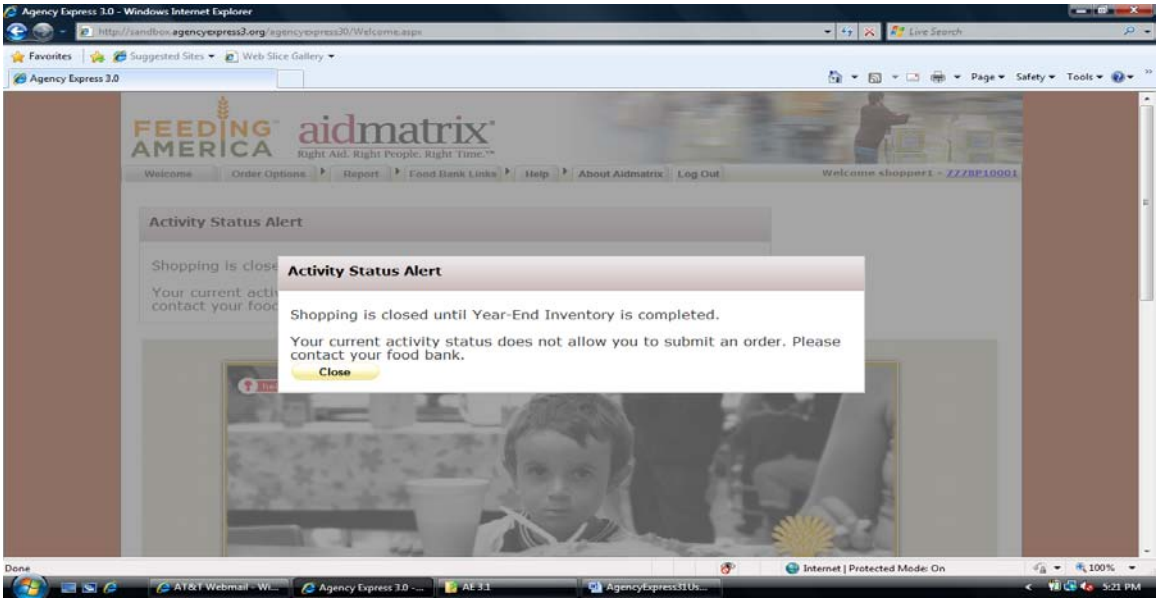


This will take you to the Shopping Cart where you can edit the order.

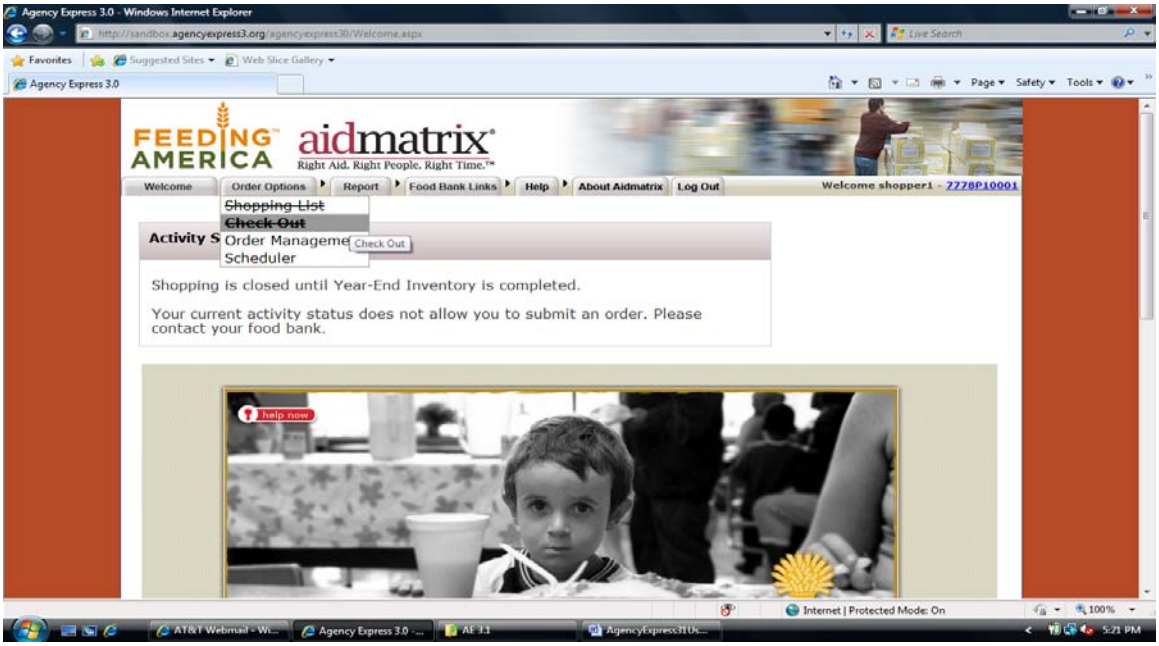
2. You can add or delete items, change quantities on your order. When you are done, click on the **Check Out** icon and submit your modified order.
3. You may edit your order until it is processed by Agency Relations. When this occurs, the order status will change to **'Released'** and the **pencil** icon will disappear.

Shopping Temporarily Disabled

The AgencyExpress™ Welcome Screen may display Activity Status Alerts and Pop-Up messages on login which state that Shopping has been disabled (e.g. for inventory) – you may see a message similar to this in the Pop-Up Message:



If you tab on Order Options – you will also see that **Shopping List** and **Check Out** are temporarily not available:



Shopping will resume when the administrator reopens the function.

Statements

A shopper can review any statements by clicking on the **Statements** drop down from the **Report** tab at the top of the page (feature not currently available).

1
1
Agency Express 3.0 - Internet Explorer provided by Dell
http://66.170.20.168/AgencyExpress30/Welcome.aspx
Agency Express 3.0
FEEDING AMERICA
aidmatrix
Right Aid. Right People. Right Time.™
Welcome
Order Options
Report
Foodbank Links
Help
About Aidmatrix
Log Out
Welcome shopper2 - 7777P10002
Statements
help now
HARVESTERS
COMMUNITY FOOD NETWORK
WHO WE ARE
GIVE MONEY
GIVE TIME
GIVE FOOD
GET INFORMED
GET HELP
EVENT CALENDAR
HUNGER KNOWS NO BOUNDARIES
When people think of hunger, many imagine a homeless man in line at a soup kitchen. However, the majority of the people Harvesters serves are families, and nearly half of the households receiving assistance have someone who is employed.
Rising food and energy prices make it difficult for working families. Maureen, a
WHAT'S HAPPENING AT HARVESTERS
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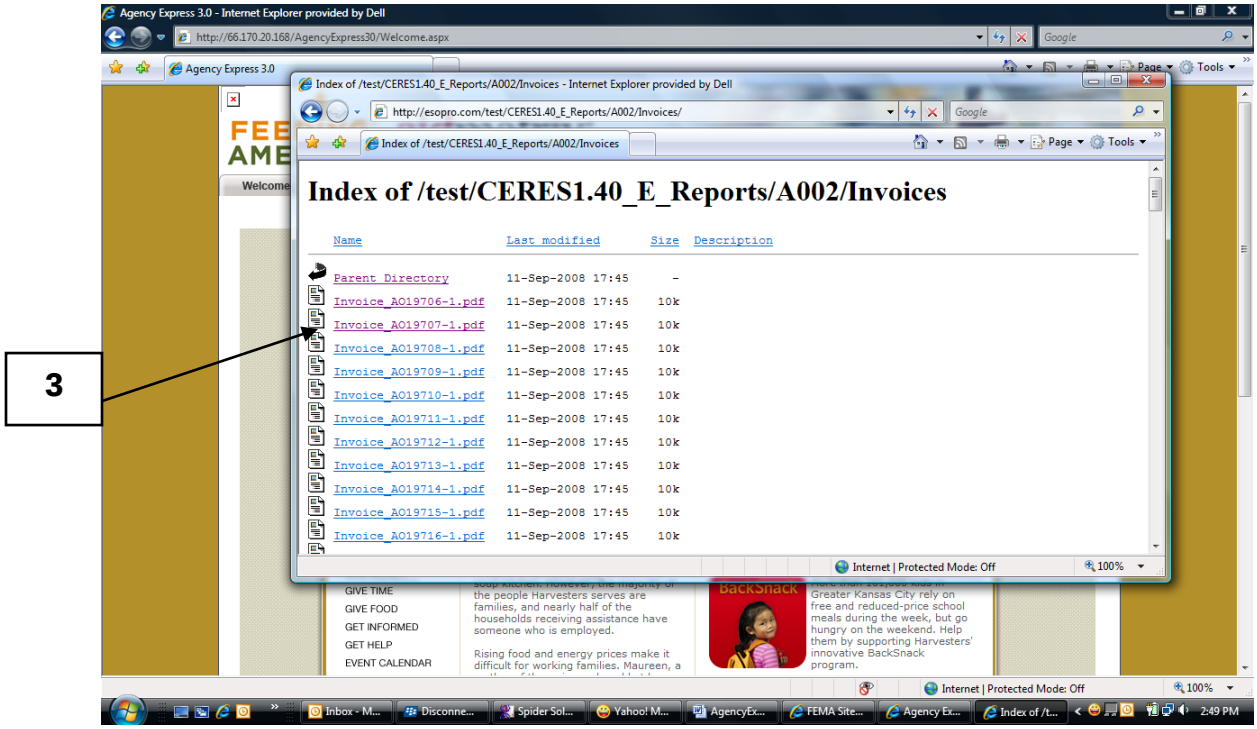
Help Hungry Kids
More than 101,000 kids in Greater Kansas City rely on free and reduced-price school meals during the week, but go hungry on the weekend. Help them by supporting Harvesters' innovative BackSnack program.
http://esopro.com/test/CERES1.40_E_Reports/A002
Internet | Protected Mode: Off
100%
2:41 PM

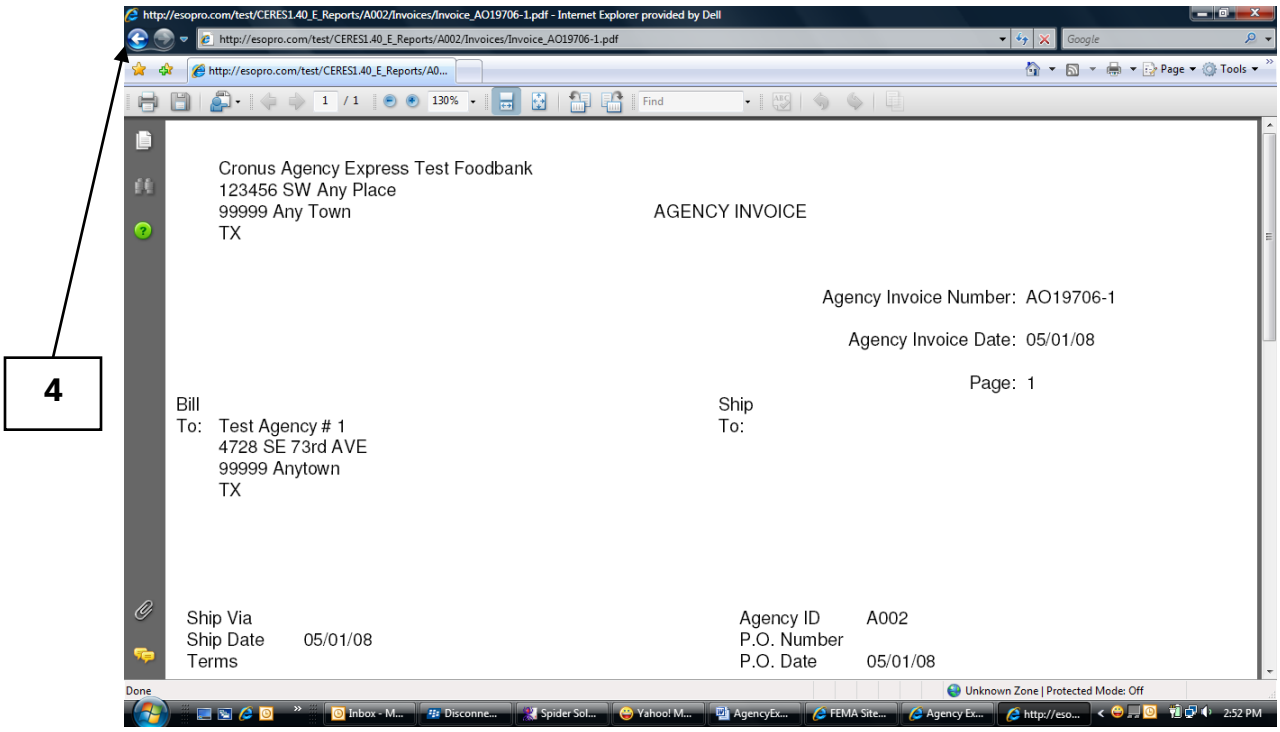
This will bring up a list of types of statements available to the Shopper.

1. Click on the Folder to see the contents of that folder

2. Click on the statement to view it.



The statement selected will come up in this window.

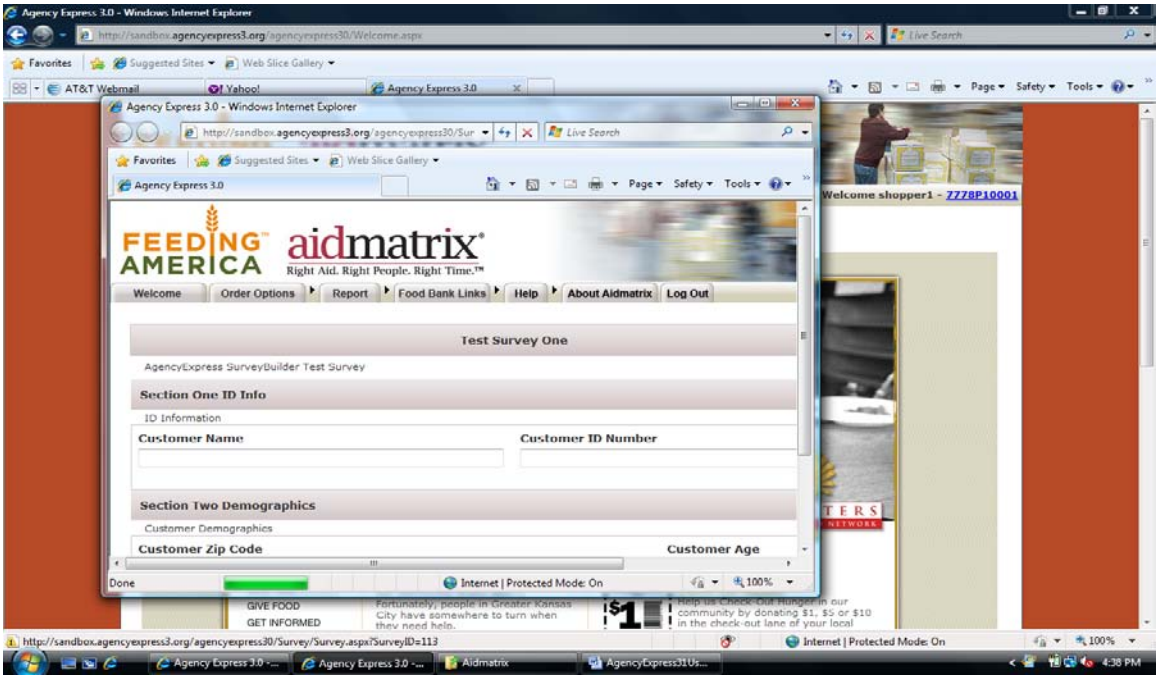


3. To view another statement click on the Back arrow to have the list of statements displayed again.

Surveys

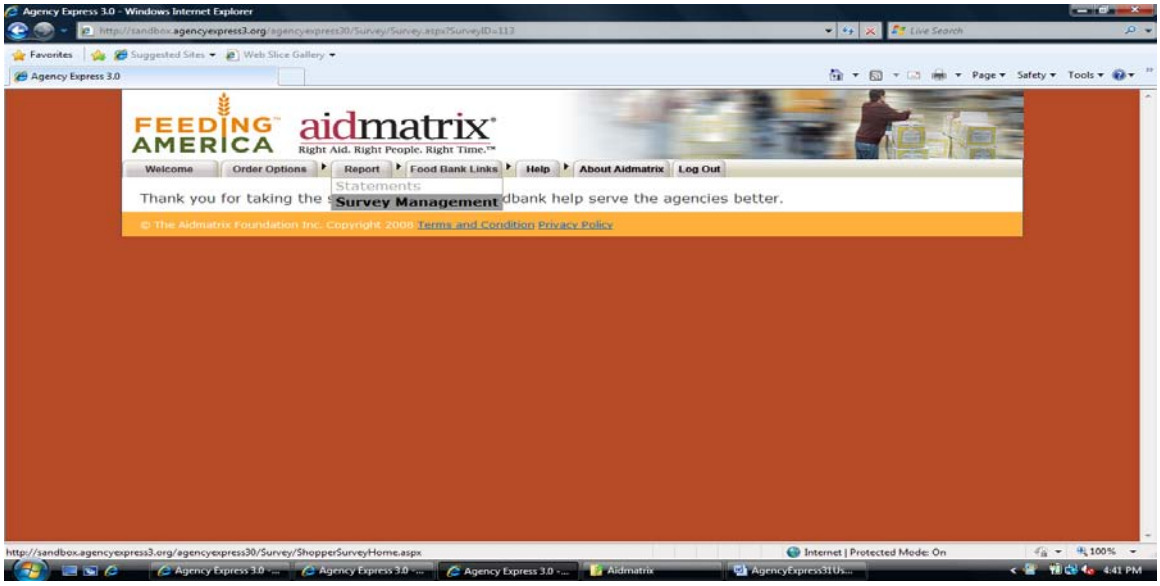
AgencyExpress™ now supports user surveys (not currently available). If surveys have been deployed for you to enter – you will see them listed when you click on the Links tab:

Select the survey, enter your responses and submit:

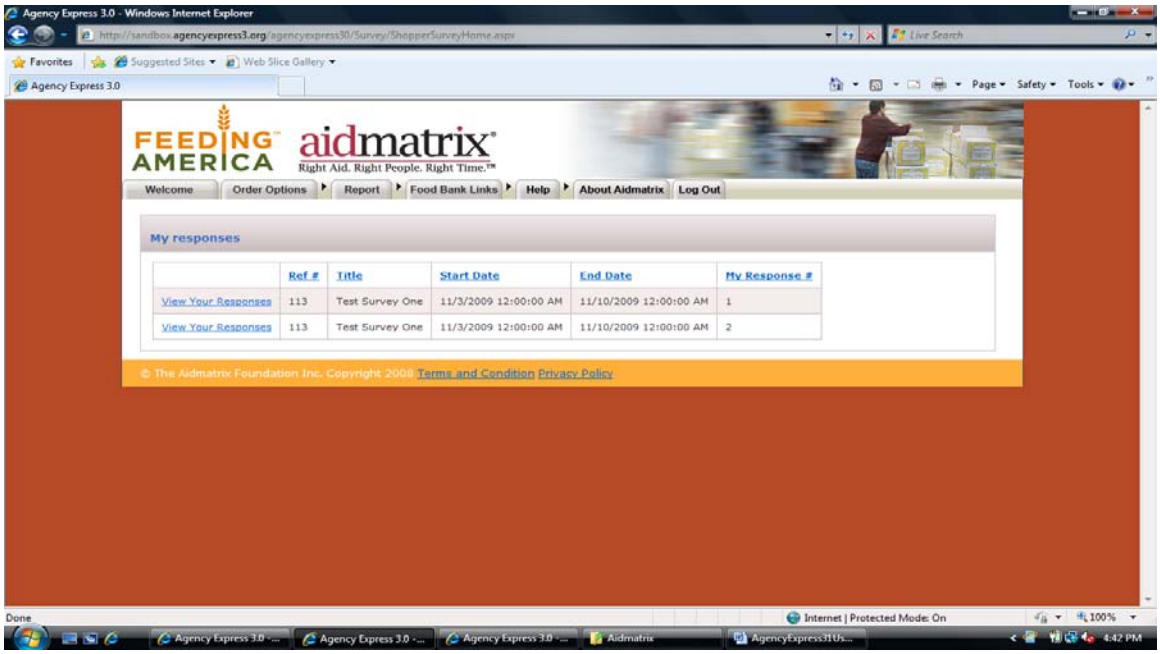


Surveys (cont'd):

To review your survey responses – under Report – select Survey Management:

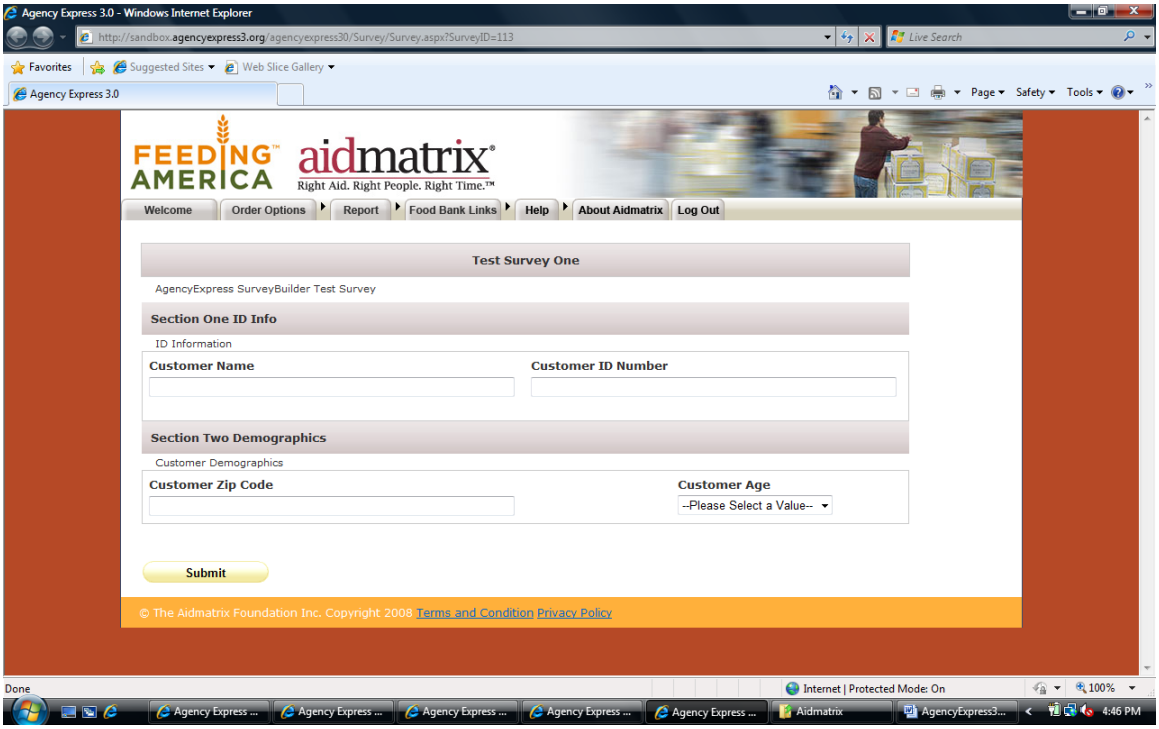


You can see each response for each survey listed – click on View Your Responses to see an individual response:



Surveys (cont'd):

To edit or change your answers – simply make the required changes and click the submit button:



NOTE:

If the survey is closed – you can view your response - but not change it.

Some surveys only allow one response – some allow multiple responses.

The Ref # and Title columns display which survey your response is for.

Change Password

You will use the **Change Password** feature to update your password.

1. Click on **Change Password** from the Help tab at the top of the screen.

Agency Express 3.0 - Internet Explorer provided by Dell
http://66.170.20.168/AgencyExpress30/Welcome.aspx
FEEDING AMERICA
aidmatrix
Right Aid. Right People. Right Time.™
Welcome
Order Options
Report
Foodbank Links
Help
About Aidmatrix
Log Out
Welcome shopper2 - 7777P10002
Change Password
Report a Problem
1
help now
HARVESTERS
COMMUNITY FOOD NETWORK
WHO WE ARE
GIVE MONEY
GIVE TIME
GIVE FOOD
GET INFORMED
GET HELP
EVENT CALENDAR
HUNGER KNOWS NO BOUNDARIES
Jackie, a retired grandmother, raises her two grandsons by herself. Without help from Harvesters' network, she said she would struggle to provide enough nutritious food for her growing boys.
"All that Harvesters does is a miracle. You don't see many organizations helping families the way they do."
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http://66.170.20.168/AgencyExpress30/ResetPassword.aspx
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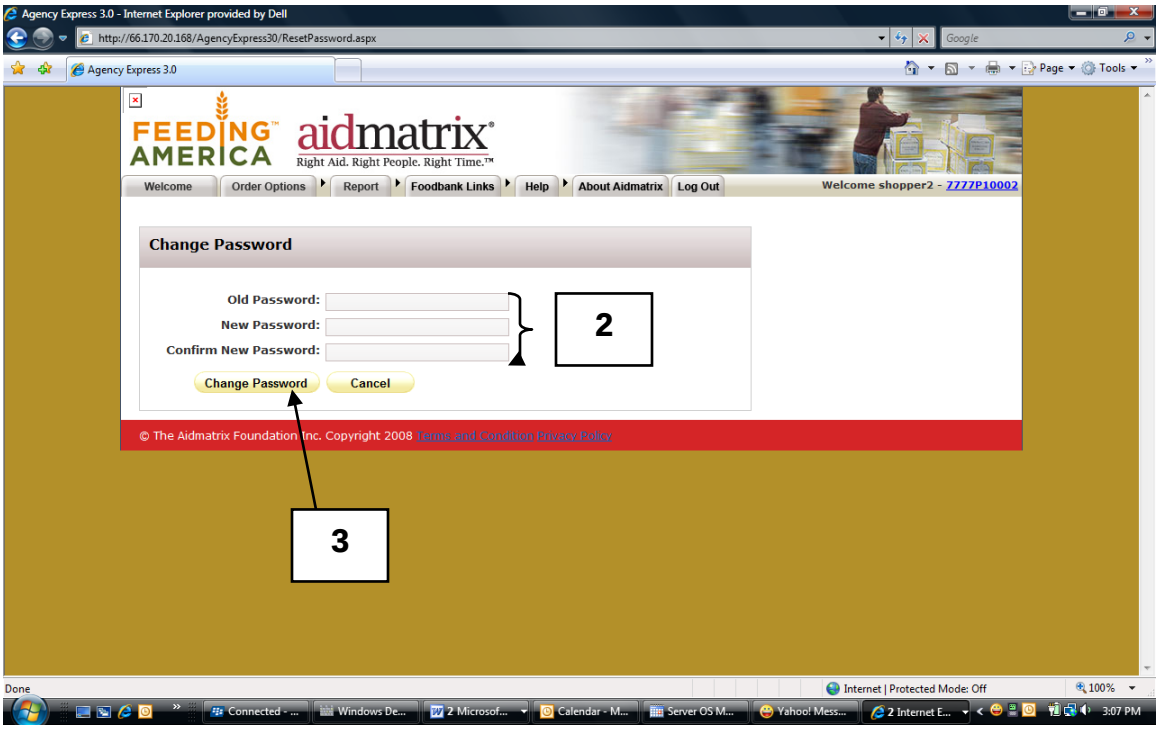
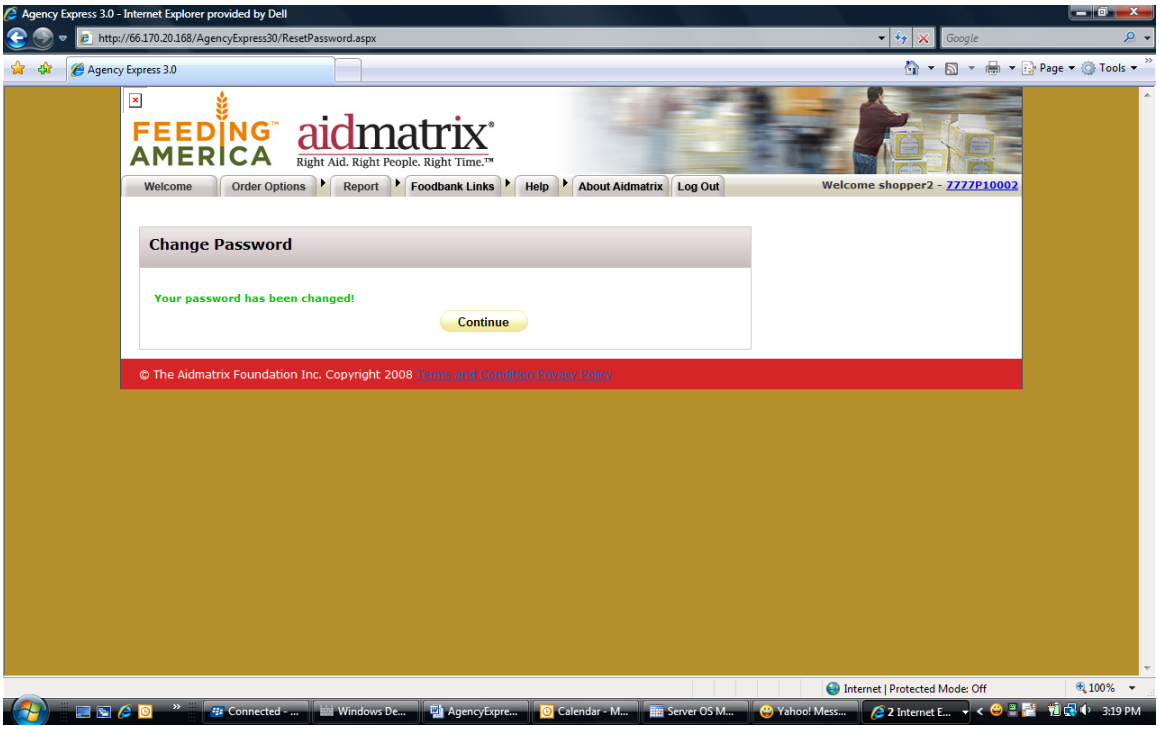


2 Type in your **Old password**, **New Password** and **Confirmed New Password**.

3 Click on **Change Password** to save your changes.



4 Look for **Your password has been changed** to appear on your screen. Click **Continue.** The next time you login you will need to use the new password you just changed to.

Report a Problem

If you have a question or need to report a problem with AgencyExpress™, fill out this form to have an email sent CFBNJ's administrator.

1. Click on **Report a Problem** from the Help tab at the top of your screen.

Agency Express 3.0 - Internet Explorer provided by Dell
http://66.170.20.168/AgencyExpress30/Welcome.aspx
Agency Express 3.0
FEEDING AMERICA
aidmatrix
Right Aid. Right People. Right Time.™
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1
help now
HARVESTERS
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http://66.170.20.168/AgencyExpress30/Shopper/ReportAProblem.aspx
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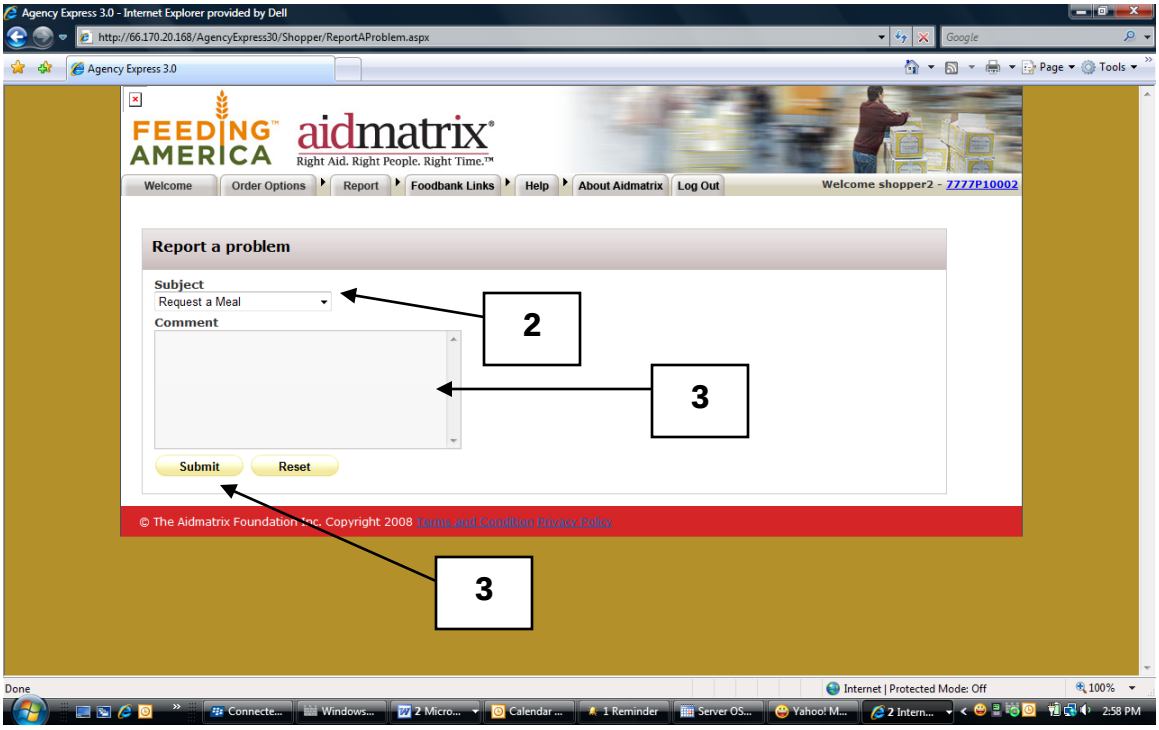


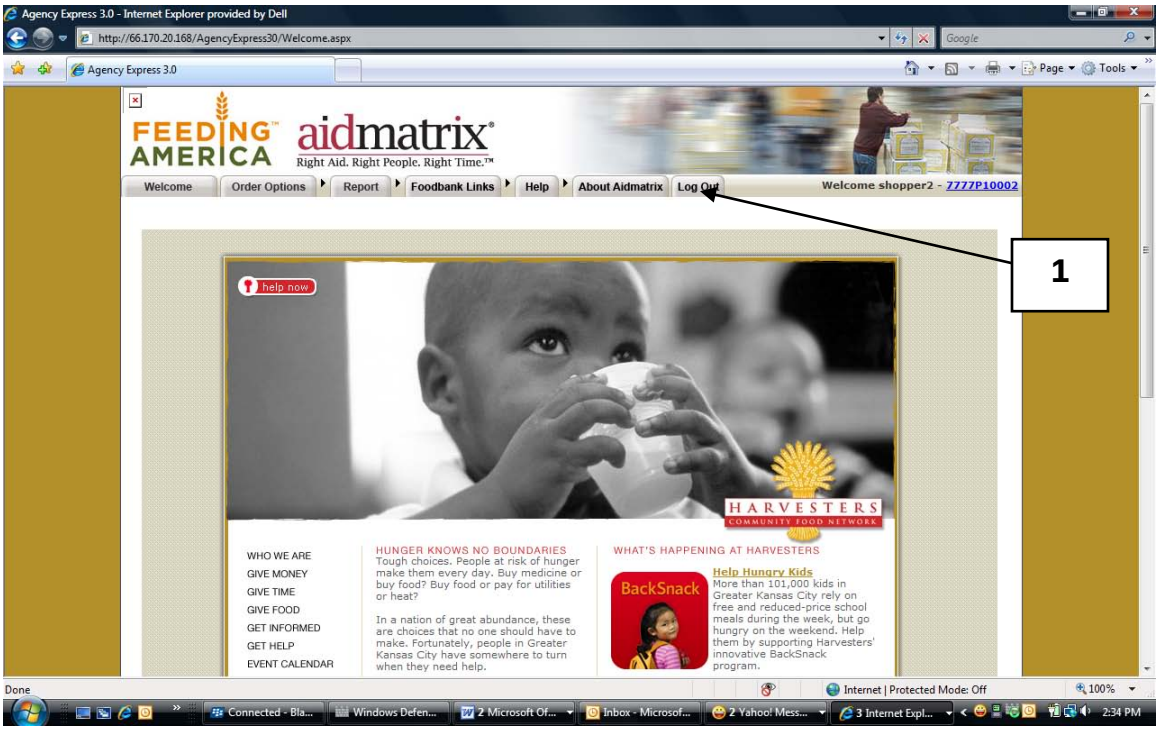
2. Select the subject of the problem you are having from the drop down list.

3. Enter any extra information that you want sent with your email in the text box.

4. Click on **Submit**. This will send this email to CFBNJ's administrator.

Logout of AgencyExpress™

1. Click **Logout** at the top of your screen.


Agency Express 3.0 - Internet Explorer provided by Dell
http://66.170.20.168/AgencyExpress30/Welcome.aspx
Agency Express 3.0
FEEDING AMERICA
aidmatrix
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1
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More than 101,000 kids in Greater Kansas City rely on free and reduced-price school meals during the week, but go hungry on the weekend. Help them by supporting Harvesters' innovative BackSnack program.
Done
Internet | Protected Mode: Off
100%
2:34 PM

Frequently Asked Questions

I need HELP beyond the information given in the user guide. What do I do? Call CFBNJ (908-355-3663 X239.

A. Username/Password/Email Questions

How do I get a username, password, and program code? Call CFBNJ (908-355-3663 X285).

What do I do if I forgot my username, password, and program code? Call CFBNJ (908-355-3663 X285) if you do not know your username and/or program code. If you have forgotten only your password, refer to the Forgot Your Password section of this manual.

What steps need to be taken if an Aidmatrix user leaves our agency? Call CFBNJ (908-355-3663 X285) and give them the User ID that is no longer applicable. They will need to deactivate the user from using the Online Shopping System on behalf of your program.

How do I update my email address for Aidmatrix? Call CFBNJ (908-355-3663 X285) and give them the correct email address for your username and program code.

I'm not receiving emails when my order is ready to be picked up at the Food Bank. What do I do?

First look that the order has reached the Acknowledged state in Order Management. See View Order Details portion of this manual. If you see the order, yet have not received the email check the following:
a) Check to see if your email memory space is too full. You may need to delete some of your old mail to free up space.
b) Has your email account been inactive for a length of time? You may need to reactivate it.
c) Verify that your organization's email server is working.
d) Verify that your Internet connection is working.

B. Food Bank Questions

What day and time am I supposed to pickup my order from the Food Bank now that I order online?

Unless you designate otherwise when you place your online order, your pickup date and time with the Food Bank will remain the same.

Frequently Asked Questions (cont'd)

Once I have submitted my order, how will I know when it has been confirmed by the Food Bank? You will receive an Order Confirmation via email from your CFBNJ.

How do I know if my order has changed from the quantities I originally ordered? Review the confirmation email that you receive once your order has been approved by CFBNJ. Also you can confirm the quantities of your order by looking under the Accepted Quantity column under Order Management. (Refer to the "Review the Status of Your Order" section.)

C. Downloads

How do I download Internet Explorer Version 5.5 or 6 if I don't have it?

Type http://www.microsoft.com/ie in your Internet browser. Then click on the application you want to download for free. Follow the instructions.